



**State Of Tennessee  
Department of Finance and Administration**

**Request For Proposals  
For A  
Title and Registration User's System for Tennessee  
( T R U S T )**

**RFP Number: 317.30.004  
April 12, 2001**

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# 1. INTRODUCTION

## 1.1 Statement of Purpose

The purpose of this Request for Proposal (RFP) is to define the State of Tennessee's minimum requirements, solicit proposals, and gain adequate information by which the State of Tennessee may evaluate the services offered by Proposers.

On behalf of the Tennessee Department of Safety (see RFP Attachment 9.10: Organization Chart), the State of Tennessee Department of Finance and Administration, hereinafter referred to as the State, intends to secure a contract for developing a Title and Registration User's System for Tennessee (TRUST). Contract Attachment E: TRUST Interface Diagram provides an overview of the entities that will access TRUST, as well as the types of data flowing between TRUST and these entities. See Contract Attachment C: Functional Descriptions, for a functional overview of the system. TRUST will be a web-enabled system that will run in an Intranet/Internet/Extranet environment based on the State's Technical Architecture (see RFP Attachment 9.11: State Standards, Guidelines and Technical Architecture).

The State intends to procure a "turnkey" solution for fulfilling TRUST requirements. This solution includes the application software, counter workstations, back office equipment, printers, scanners, and all training and implementation tasks. TRUST must operate on the State's communications network. The State will provide the technical infrastructure (hardware and software) on which TRUST will operate apart from the local implementation sites as defined in Contract Attachment W. At the local implementation sites as defined in Contract Attachment W, the State will provide communications to the site and any additional wiring that may be required within the site to accomplish connection to the State's network.

Phase I of this project will result in the design, construction, and full implementation of the TRUST application at the Department of Safety's Metro Center, Foster Avenue, TRICOR, and five counties (Blount, Lawrence, Moore, Shelby, Sumner). Phase I will also include 100% support of TRUST as installed at these noted locations. This support will include the correction of performance issues, errors, defects, and/or design deficiencies in the TRUST System software and the repair or replacement of defective hardware, software, or other components provided as a part of the overall TRUST System solution (collectively "deficiencies") on a 24x7 basis. The 100% support for Phase I will have a duration of one-year starting the day after the State formally accepts the Phase I implementation.

Phase II of this project will encompass the full implementation of TRUST in some variable number of counties throughout the State.

In addition to Phase I and Phase II as noted above, the State also intends to acquire application support services for one or more years. This support is in addition to warranty services and will provide for ongoing changes and enhancements to TRUST.

In response to concerns from the Legislature and the Governor's Senior Staff, as stated by numerous stakeholders, including the public, County Clerks, vehicle dealers, lending institutions and insurance companies the Department of Safety launched a reengineering project to study the problems associated with the current Title and Registration system in operation in its Title and Registration (T&R) Division. Over the last several years it has become apparent that the existing Title and Registration system is unable to keep up with the growing workload being placed on it as it, and the associated processes, have become slow, backlogged and labor intensive.

The Title and Registration User's System for Tennessee (TRUST) identified in this RFP supports the Department of Safety's Strategic Planning goal "To pursue and achieve excellence in services offered through our motor vehicle related divisions." More specifically, it supports their goal "To maintain a well organized, effective, efficient and fiscally responsible department" and its corresponding objective

"To better utilize information resources and new technologies, thereby providing better service levels to divisions." Eight objectives emerged to provide the basis of supporting these goals.

1. Protect the integrity of the title document
2. Improve customer service
3. Decrease turnaround time
4. Deter fraud
5. Improve quality control
6. Increase the efficiency and effectiveness of T&R
7. Improve support to law enforcement
8. Provide an on-line and real-time processing system

The new application must take advantage of today's current relational databases, lower cost of ownership hardware platforms, as well as a web enabled interface for ease of access by users.

As this new system will result in a large number of people entering data into it, a great deal of emphasis must be placed on defining stringent system edits that will help to ensure that all data entered is accurate. Such edits must not allow incorrect or incomplete information to be accepted. In addition, by reducing the amount of manual data entry, the State expects the number of errors to decrease dramatically. It is also important to note that existing data must be thoroughly cleansed before being converted into the new system.

Document accessibility and retrieval is extremely important, as many requests for data are received from law enforcement, citizens, and businesses. Currently, the majority of data is stored on microfilm, requiring manual look-ups and hard copy dissemination that draws upon many human resources. The incorporation of digital imaging into the new TRUST, to provide document capture, review, and retention is expected greatly to enhance the State's ability to respond efficiently to its customers.

The successful completion of the Title and Registration reengineering project will result in the following service benefits:

- Drastically improved customer service to the public - Additional service channels, more timely responses and the assurance of accurate documents are benefits which will directly impact the customer.
- Accurate and secure proof of ownership - The ability to decrease the number of errors, through the use of stricter system controls and standards, will lead to more accurate documents.
- Decreased turnaround time - The implementation of a new system will result in streamlined processes and the elimination of many manual operations, thereby increasing productivity.
- New and enhanced services for the customers - Services not currently available to customers, such as Internet renewals, will be implemented. Existing services will also be upgraded.
- Reduction of backlog - As turnaround time decreases, through the implementation of more efficient processes, the amount of work the division is capable of processing in the same period of time will increase.
- Customers have convenient and timely access to needed information - The ability to quickly locate and retrieve documents will shorten response times to customer inquiries.
- Elimination of a large amount of manual work - Automated systems will replace, or help to alleviate problems associated with, many manual processes.

- Improved inventory management and control - The use of an inventory tracking system will allow easy access to inventory data, such as number and placement, while also reducing instances of theft.
- Title fraud reduction - The inability of the system to accept fraudulent information, such as existing brands from previous title state, will help to decrease the occurrences of fraud.
- Better data from which to manage - The system will be capable of generating ad-hoc reports providing readily available business data that can be used to make management decisions.
- Lower risk for dealers and financial institutions - The reduction in the time it takes to issue a valid title will reduce the risk faced by dealers and financial institutions, as they are required to perfect a lien within 20 days or risk serious financial losses.
- More accurate and timely data for law enforcement - The data provided to law enforcement will be entered into the system real-time and therefore be more up-to-date.
- Integration with Driver License information - Information in the Title and Registration system can be accessed and verified against information collected by the Division of driver license. This helps to ensure accuracy and consistency in customer records.
- Inquiries from outside stakeholders can be accessed in a much more timely manner through electronic accessibility, i.e. the Internet, Interactive Voice response, etc.
- Electronic transmission of vehicle data from automobile dealers.
- It is envisioned that TRUST will be used by state and county staff to process all Title and Registration work.

In preparing Proposals in response to this RFP, Proposers are encouraged to visit the State's Documentation Repository (see RFP Attachment 9.14: Documentation Repository). While such a visit is not mandatory, Proposers may find additional information in the Documentation Repository that will be beneficial in the preparation of their Proposals.

## **1.2 Scope of Service**

A *pro forma* contract is included in Section Eight of this RFP. Section A of the *pro forma* contract and the RFP, which is incorporated by reference, detail the scope of services and deliverables that the State requires.

The *pro forma* contract also includes the terms and conditions required by the State.

## **1.3 Contract Duration**

The State intends to enter into a contract with an effective period of August 8, 2001 through August 7, 2004.

The State reserves the right to extend this Contract, in increments of up to one (1) year each, not to exceed a total Contract term of five (5) years, provided that the State notifies the Contractor in writing of its intention to do so at least thirty (30) days prior to the contract expiration date. An extension of the term of this Contract will be effected through an amendment to the Contract. If the extension of the Contract necessitates additional funding beyond that which was included in the original Contract, the increase in the State's maximum liability will also be effected through an amendment to the Contract and shall be based upon rates provided for in the original contract and proposal.

## **1.4 Letter of Intent to Propose**

A letter indicating a vendor's intent to respond to this RFP with a proposal should be sent to the RFP Coordinator (see RFP Section 3.1 below) no later than the deadline date detailed in Section 2, RFP Schedule of Events: Deadline for *Letter of Intent to Propose*. *Letters of Intent to Propose* may be

delivered by facsimile transmission. Vendors may withdraw their *Letters of Intent to Propose* at any time before the deadline for submitting a proposal.

The following information for the Vendor Main Contact should be included in the *Letter of Intent to Propose*:

**Vendor Name**  
**Name and Title of Vendor Main Contact**  
**Mail address**  
**E-mail address**  
**Telephone number and facsimile number**  
**Signed Statement of Intent to Propose**

Submittal of a *Letter of Intent to Propose*, by the specified deadline, is not a prerequisite for submitting a proposal, but it is necessary to ensure a vendor's receipt of RFP amendments and other communications regarding the RFP (see the information on the State's Information Technology Methodology in Contract Attachment B: Project Management, paragraph 1).

### 1.5 Proposal Deadline

Proposals shall be submitted no later than the date and time detailed in Section 2, RFP Schedule of Events: Deadline for Submitting a Proposal. Proposers shall respond to the written RFP and any exhibits, attachments, or amendments. A Proposer's failure to submit a proposal as required before the deadline shall cause the proposal to be disqualified.

Proposers assume the risk of the method of dispatch chosen. The State assumes no responsibility for delays caused by any delivery service. Postmarking by the due date shall not substitute for actual proposal receipt by the State. Late proposals shall not be accepted nor shall additional time be granted to any potential Proposer. Proposals may not be delivered orally, by facsimile transmission, or by other telecommunication or electronic means.

### 1.6 Nondiscrimination

No person shall be excluded from participation in, be denied benefits of, be discriminated against in the admission or access to, or be discriminated against in treatment or employment in the State's contracted programs or activities on the grounds of disability, age, race, color, religion, sex, national origin, or any other classification protected by federal or Tennessee State Constitutional or statutory law; nor shall they be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of contracts with the State or in the employment practices of the State's contractors. Accordingly, all vendors entering into contracts with the State shall, upon request, be required to show proof of such nondiscrimination and to post in conspicuous places, available to all employees and applicants, notices of nondiscrimination.

The State has designated the following to coordinate compliance with the nondiscrimination requirements of the State of Tennessee, Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act of 1990, and applicable federal regulations:

**Ms. Michelle A Hernandez-Lane**  
**Title VI Compliance Coordinator**  
**Office of Contracts Review**  
**312 8<sup>th</sup> Avenue North, 12<sup>th</sup> Floor**  
**Nashville, Tennessee 37243-1700**  
[mlane2@mail.state.tn.us](mailto:mlane2@mail.state.tn.us)  
**615-741-8282**

### 1.7 Assistance to Proposers With a Disability

Proposers with a disability may receive accommodation regarding the means of communicating this RFP and participating in this procurement process. Proposers with a disability should contact the RFP Coordinator to request reasonable accommodation no later than the date detailed in Section 2, RFP Schedule of Events: Deadline for Proposers with a Disability to Make Accommodation Requests.



## 2 RFP SCHEDULE OF EVENTS

The following RFP Schedule of Events represents the State's best estimate of the schedule that shall be followed. Unless otherwise specified, the time of day for the following events shall be between 8:00 a.m. and 4:30 p.m., Central Time.

The State reserves the right, at its sole discretion, to adjust this schedule, as it deems necessary. Notification of any adjustment to the Schedule of Events shall be provided to all vendors submitting a *Letter of Intent to Propose*.

	EVENT	DATE	TIME
1.	State Issues RFP	4/12/01	
2.	Deadline for Proposers with a Disability to Make Accommodation Requests	4/20/01	
3.	Pre-proposal Conference	4/27/01	1:00 PM
4.	Deadline for <i>Letter of Intent to Propose</i>	5/2/01	
5.	Deadline for Written Comments	5/9/01	
6.	State Issues Responses to Written Comments	5/21/01	
7.	Deadline for Submitting a Proposal <u>and</u> State Opens Technical Proposals	6/8/01	2:00 PM
8.	State Completes Technical Evaluations	6/28/01	
9.	State Opens Cost Proposal	6/29/01	8:00 AM
10.	State Completes Cost Evaluations	7/2/01	
11.	State Sends a written Evaluation Notice to Proposers and State Opens RFP Files for Public Inspection	7/9/01	9:00 AM
12.	Conclusion of Contract Negotiation and Contract Signing	7/23/01	
13.	Anticipated Contract Start Date	8/8/01	
14.	Deadline for Performance Bond (failure to submit the performance bond as required shall result in contract termination)	8/22/01	

### 3 GENERAL REQUIREMENTS AND INFORMATION

#### 3.1 RFP Coordinator

The main point of contact for this RFP shall be:

**Travis Johnson – RFP Coordinator**  
**Tennessee Department of Finance and Administration**  
**312 8<sup>th</sup> Avenue North, 18<sup>th</sup> Floor**  
**Nashville, Tennessee 37243-1510**  
**[tjohnson@mail.state.tn.us](mailto:tjohnson@mail.state.tn.us)**  
**Phone: 615-741-5727**  
**Fax: 615-741-4589**

The main point of contact shall hereinafter be referred to as the RFP Coordinator.

#### 3.2 RFP Number

The State has assigned the following RFP identification number -- it should be referenced in all communications regarding the RFP:

**RFP 317.30.004**

#### 3.3 Communications Regarding the RFP

- 3.3.1 Upon release of this RFP, all vendor communications concerning this procurement must be directed to the RFP Coordinator. Unauthorized contact regarding the RFP with other State employees or State contractors may result in disqualification.
- 3.3.2 All communications should be in writing to the RFP Coordinator. Any oral communications shall be considered unofficial and nonbinding on the State. Written comments, including questions and requests for clarification, must cite the subject RFP number. The RFP Coordinator must receive these written requests by the deadline specified in the RFP Schedule of Events. Written comments, clarifications, and requests may be sent to the RFP Coordinator via e-mail, at the e-mail address given in RFP Section 3.1, above. However, any such email communications must comply with the requirements of this RFP section (3.3) and must have a Header timestamp affixed by the State's e-mail system that is no later than Close of Business (4:30 p.m., CT) on the deadline given in the RFP Schedule of Events.
- 3.3.3 Any communication regarding this RFP sent by facsimile transmission must also be sent by United States mail or reliable commercial delivery service on the same date.
- 3.3.4 The State shall respond in writing to written communications. Such response shall constitute an amendment to the RFP. Only written responses to written communications shall be considered official and binding upon the state. The State reserves the right, at its sole discretion, to determine appropriate and adequate responses to written comments, questions, and requests for clarification.
- 3.3.5 The State shall mail copies of its written responses to written comments, to all vendors submitting a *Letter of Intent to Propose*.
- 3.3.6 Any data or factual information provided by the State shall be deemed for informational purposes only, and if a Proposer relies on said factual information it should either: (1) independently verify the information, or (2) obtain the State's written consent to rely thereon.

#### 3.4 Required Review and Waiver of Objections by Proposers

Proposers should carefully review this RFP and all attachments, including but not limited to the *pro forma* contract, for comments, questions, defects, objections, or any other matter requiring clarification or correction (collectively called “comments”). Comments concerning RFP objections must be made in writing and received by the State no later than the date identified in Section 2, RFP Schedule of Events: Deadline for Written Comments. This will allow issuance of any necessary amendments and help prevent the opening of defective proposals upon which contract award could not be made.

Protests based on any objection shall be considered waived and invalid if these faults have not been brought to the attention of the State, in writing, by the Deadline for Written Comments.

### **3.5 Proposal Submittal**

3.5.1 Proposers shall respond to this RFP with a **Technical Proposal** and a **Cost Proposal**. No pricing information shall be included in the Technical Proposal. Inclusion of Cost Proposal amounts in the Technical Proposal shall make the proposal nonresponsive.

3.5.1.1 One (1) original and six (6) copies of the Technical Proposal shall be submitted to the State in a sealed package and be clearly marked:

**“Technical Proposal in Response to RFP-317.30.004 -- Do Not Open”**

3.5.1.2 A single (1 only) original of the Cost Proposal shall be submitted to the State as a separate, sealed package and clearly marked:

**“Cost Proposal in Response to RFP-317.30.004 -- Do Not Open”**

3.5.1.3 If the separately sealed proposals, marked as required above, are enclosed in another container for mailing purposes, the outermost container must fully describe the contents of the package and must be clearly marked:

**“Contains Separately Sealed Technical and Cost Proposals”**

3.5.2 All proposals must be submitted to the RFP Coordinator at:

**Tennessee Department of Finance and Administration  
312 8<sup>th</sup> Avenue North, 18<sup>th</sup> Floor  
Nashville, Tennessee 37243-1510**

by the date and time identified in Section 2, RFP Schedule of Events: Deadline for Submitting a Proposal.

### **3.6 Proposal Preparation Costs**

The State shall not pay any costs associated with the preparation, submittal, or presentation of any proposal.

### **3.7 Proposal Withdrawal**

To withdraw a proposal, the Proposer must submit a written request, signed by an authorized representative, to the RFP Coordinator. After withdrawing a previously submitted proposal, the Proposer may submit another proposal at any time up to the deadline for submitting proposals.

### **3.8 Proposal Amendment**

The State shall not accept any amendments, revisions, or alterations to proposals after the deadline for proposal submittal unless such is formally requested, in writing, by the State.

### **3.9 Proposal Errors**

Proposers are liable for all errors or omissions contained in their proposals. Proposers shall not be allowed to alter proposal documents after the deadline for submitting a proposal

**3.10 Incorrect Proposal Information**

If the State determines that a Proposer has provided, for consideration in the evaluation process or contract negotiations, incorrect information which the Proposer knew or should have known was materially incorrect, that proposal shall be determined non-responsive, and the proposal shall be rejected.

**3.11 Prohibition of Proposer Terms and Conditions**

A Proposer may **not** submit the Proposer's own contract terms and conditions in a response to this RFP. If a proposal contains such terms and conditions, the State, at its sole discretion, may determine the proposal to be a nonresponsive counteroffer, and the proposal may be rejected.

**3.12 Assignment and Subcontracting**

3.12.1 The Contractor may not subcontract, transfer, or assign any portion of the contract without prior, written approval from the State. Each subcontractor must be approved in writing by the State. The substitution of one subcontractor for another may be made only at the discretion of the State and with prior, written approval from the State.

3.12.2 Notwithstanding the use of approved subcontractors, the Proposer, if awarded a contract under this RFP, shall be the prime contractor and shall be responsible for all work performed.

**3.13 Right to Refuse Personnel**

The State reserves the right to refuse, at its sole discretion, any subcontractors or any personnel provided by the prime contractor or its subcontractors.

**3.14 Proposal of Alternate Services**

Proposals of alternate services (*i.e.*, proposals that offer something different from that requested by the RFP) shall be considered nonresponsive and rejected.

**3.15 Proposal of Additional Services**

If a Proposer indicates an offer of services in addition to those required by and described in this RFP, these additional services may be added to the contract before contract signing at the sole discretion of the State.

The cost for any such additional services must be incorporated into the required cost amount(s) provided in the Cost Proposal so that all proposals may be equitably evaluated. The Proposer shall **not** propose unrequested rates as separate, additional rates for additional services (refer to RFP Section 5.3 for Cost Proposal requirements).

**3.16 Independent Price Determination**

3.16.1 A proposal shall be disqualified and rejected by the State if the price in the proposal was not arrived at independently without collusion, consultation, communication, or agreement as to any matter relating to such prices with any other Proposer, a State employee, or any competitor.

3.16.2 The Proposer is prohibited from submitting more than one proposal. Submittal of more than one proposal shall result in the disqualification of the Proposer.

3.16.3 The Proposer is prohibited from submitting multiple proposals in a different form (*i.e.*, as a prime contractor and as a subcontractor to another prime contractor). Submittal of multiple proposals in a different form may result in the disqualification of all Proposers associated with a multiple proposal.

3.16.4 Should any such prohibited action stated above (see 3.16.1, 3.16.2, and 3.16.3) be detected any time during the term of the contract, such action shall be considered a material breach and grounds for contract termination.

### **3.17 Insurance**

The apparent successful Proposer may be required to provide proof of adequate worker's compensation and public liability insurance coverage before entering into a contract. Additionally, the State may, at its sole discretion, require the apparent successful Proposer to provide proof of adequate professional malpractice liability or other forms of insurance. Failure to provide evidence of such insurance coverage is a material breach and grounds for termination of the contract negotiations. Any insurance required by the State shall be in form and substance acceptable to the State.

### **3.18 Licensure**

Before a contract pursuant to this RFP is signed, the Vendor must hold all necessary, applicable business and professional licenses. The State may require any or all Proposers to submit evidence of proper licensure.

### **3.19 Conflict of Interest and Proposal Restrictions**

3.19.1 By submitting a proposal, the Proposer certifies that no amount shall be paid directly or indirectly to an employee or official of the State of Tennessee as wages, compensation, or gifts in exchange for acting as an officer, agent, employee, subcontractor, or consultant to the Proposer in connection with the procurement under this RFP.

Notwithstanding this restriction, nothing in this RFP shall be construed to prohibit a state agency or other governmental entity from making a proposal, being considered for award, or being awarded a contract under this RFP.

3.19.2 State agencies shall not contract with an individual who is, or within the past six months has been, an employee of the State of Tennessee. An individual shall be deemed a State employee until such time as all salary, termination pay, and compensations representing annual or compensatory leave have been paid by the State. A contract with a company in which a controlling interest is held by a State employee shall be considered to be a contract with said individual and shall be prohibited.

3.19.3 Any individual, company, or other entity involved in assisting the State in the development, formulation, or drafting of this RFP or its scope of services shall be considered to have been given information that would afford an unfair advantage over other Proposers, and said individual, company, or other entity may not submit a proposal in response to this RFP.

### **3.20 RFP Amendment and Cancellation**

The State reserves the unilateral right to amend this RFP in writing at any time. The State also reserves the right to cancel or reissue the RFP at its sole discretion. If an amendment is issued it shall be provided to all vendors submitting a *Letter of Intent to Propose*. Proposers shall respond to the final written RFP and any exhibits, attachments, and amendments.

### **3.21 Right of Rejection**

3.21.1 The State reserves the right, at its sole discretion, to reject any and all proposals or to cancel this RFP in its entirety.

- 3.21.2 Any proposal received which does not meet the requirements of this RFP may be considered to be nonresponsive, and the proposal may be rejected. Proposers must comply with all of the terms of this RFP and all applicable State laws and regulations. The State may reject any proposal that does not comply with all of the terms, conditions, and performance requirements of this RFP.
- 3.21.3 Proposers may not restrict the rights of the State or otherwise qualify their proposals. If a Proposer does so, the State may determine the proposal to be a nonresponsive counteroffer, and the proposal may be rejected.
- 3.21.4 The State reserves the right, at its sole discretion, to waive variances in technical proposals provided such action is in the best interest of the State. Where the State waives minor variances in proposals, such waiver does not modify the RFP requirements or excuse the Proposer from full compliance with the RFP. Notwithstanding any minor variance, the State may hold any Proposer to strict compliance with the RFP.

### **3.22 Disclosure of Proposal Contents**

All proposals and other materials submitted in response to this RFP procurement process become the property of the State of Tennessee. Selection or rejection of a proposal does not affect this right. All proposal information, including detailed price and cost information, shall be held in confidence during the evaluation process. Upon the completion of the evaluation of proposals, indicated by public release of an Evaluation Notice, the proposals and associated materials shall be open for review by the public in accordance with *Tennessee Code Annotated*, Section 10-7-504(a)(7). By submitting a proposal, the Proposer acknowledges and accepts that the full contents of the proposal and associated documents shall become open to public inspection.

### **3.23 Severability**

If any provision of this RFP is declared by a court to be illegal or in conflict with any law, the validity of the remaining terms and provisions shall not be affected; and, the rights and obligations of the State and Proposers shall be construed and enforced as if the RFP did not contain the particular provision held to be invalid.

## 4 SPECIAL REQUIREMENTS

### 4.1 Joint Ventures

Proposals from joint ventures are acceptable. However, such proposal should be designed to minimize any administrative burden on the State as a result of the participation of multiple entities. Proposals from joint ventures shall clearly set forth the respective responsibilities and functions each principal to the joint venture would perform if awarded the contract. If submitting a proposal as a joint venture, the Proposer must submit a copy of the joint venture agreement(s) that identifies the principals involved as well as their rights and responsibilities regarding performance and payment. The proposal transmittal letter must be signed by all principals and include all required information. The Proposer must submit only one transmittal letter; do not submit a separate letter for each entity involved.

If the joint venture is awarded the contract, the State shall require, at a minimum, the following:

- 4.1.1 All principals to the joint venture must sign the contract with the State;
- 4.1.2 The joint venture must designate a single point of contact who shall have the authority to represent all principals in the joint venture;
- 4.1.3 The principals in the joint venture shall execute a single performance bond and if any of the principals defaults on the performance requirements, the State shall have the option of claiming up to the limit of the bond;
- 4.1.4 All principals to the joint venture shall be jointly and severally liable to the State for performance of the contract. Upon any default of a principal to the joint venture, the remaining principal(s) shall take all appropriate actions to ensure that services are uninterrupted and shall be responsible for complying with all contract requirements, at no additional cost to the State.

### 4.2 Pre-Proposal Conference

- 4.2.1 A pre-proposal conference for all potential Proposers is scheduled at the date and time identified in Section 2, RFP Schedule of Events: Pre-proposal Conference. The conference shall be held at the

**Multi-Media Conference Room  
William R Snodgrass Tennessee Tower  
312 8<sup>th</sup> Avenue North – 3<sup>rd</sup> Floor  
Nashville, Tennessee**

Each vendor may send a maximum of 2 representatives. The purpose of the conference is to discuss the work to be performed with the prospective Proposers and allow them to ask questions concerning the RFP.

- 4.2.2 The state encourages all potential Proposers to attend the pre-proposal conference although attendance is not mandatory.
- 4.2.3 Specific questions concerning the RFP should be submitted in writing before the pre-proposal conference so that the State may prepare responses before the conference. Additional questions shall be entertained at the conference; however, responses may be deferred and provided at a later date. The State will respond only to questions received in writing.
- 4.2.4 The response to any question that is given orally at the pre-proposal conference is to be considered tentative and nonbinding on the State. After the conference, the official response to written questions shall be published in writing. This shall ensure accurate, consistent responses to all vendors. Copies of all written questions and the State's responses shall be mailed to all vendors submitting a *Letter of Intent to Propose*. Only the written responses from the State shall be considered official.

#### **4.3 Location and Work Space**

Most work under this RFP, with the exception of program coding and program unit testing, is to be performed, completed and managed at the Department of Safety, Title and Registration offices in Nashville, Tennessee. Program coding and program unit testing may be performed at the Contractor's location and managed by the Contractor. Any communications costs related to program development will be the responsibility of the Contractor.

Notwithstanding the above, at the State's discretion the State may require Contractor personnel to be on-site in Nashville during any phase of the project if the State deems this to be necessary and in the best interest of the TRUST project.

The State may also request that Contractor personnel travel away from the official station of Nashville, Tennessee to perform project-related tasks. In such cases, the State will request the travel in advance, in writing, and will compensate the Contractor in accordance with State of Tennessee Comprehensive Travel Regulations, as amended from time to time. These regulations may be viewed on the State's web site at <http://www.state.tn.us/finance/act/policy.html>.

The State will provide a maximum of 15 on-site workstations to the Contractor for all phases of the project. The State will also provide access to the necessary computer system, a copy machine, phones, meeting rooms, and office supplies. The commitment for office space also applies to any subcontractors required to carry out responsibilities directly associated with the project. The Proposer must provide, by phase, the proposed number of personnel to be based at the State furnished site.

All work performed on the State's premises shall be completed during the State's standard business hours unless otherwise directed by the State.

#### **4.4 Performance Bond**

The State shall require a performance bond upon approval of a contract pursuant to this RFP. The amount of the performance bond must be in the sum of One Million Five Hundred Thousand Dollars (\$1,500,000).

The successful Proposer shall obtain the required performance bond in form and substance acceptable to the State (as detailed by RFP Attachment 9.8: Performance Bond) and provide it to the State no later than August 22, 2001. Failure to provide the performance bond prior to the deadline as required shall result in contract termination.

In lieu of a performance bond, a surety deposit, in the sum of One Million Five Hundred Thousand Dollars (\$1,500,000), may be substituted if approved by the State prior to its submittal.



## 5 PROPOSAL FORMAT AND CONTENT

### 5.1 General Proposal Requirements

- 5.1.1 The State discourages lengthy and costly proposals. Proposals should be prepared simply and economically and provide a straightforward, concise description of the Proposer's capabilities to satisfy the requirements of this RFP. Emphasis should be on completeness and clarity of content.
- 5.1.2 Proposers must follow all formats and address all portions of the RFP set forth herein providing all information requested. Proposers may retype or duplicate any portion of this RFP for use in responding to the RFP, provided that the proposal clearly addresses all of the State's information requirements.
- 5.1.3 The format of the Proposal will follow the layout of RFP Attachment 9.3: Proposer Response/Technical Proposal Evaluation Manual ("Proposer Response Manual"). The Proposer Response Manual is divided into three major sections: (1) Basic Proposal Requirements Checklist; (2) General Proposer Qualifications and Experience; and (3) Technical Approach. Each of these sections contains tables referencing the RFP sections to which the Proposer must respond.

The Proposer shall set up and label a separate tabbed section for each table. Within these tabbed sections, the Proposer must structure its response in the same sequence, using the same labeling and numbering that appears in the table in question. For example, the Proposal would have a tabbed section entitled "Proposal Transmittal Letter." Within this section, the Proposer would include its signed Transmittal Letter, addressing each of the numbered sections in sequence, as they appear in the table: i.e. 5.2.1, 5.2.1.1, 5.2.1.2, and so on.

The Proposer must respond to every numbered section listed in the Proposer Response Manual tables that appear in RFP Attachment 9.3. The Proposer should use RFP Attachment 9.3 as a checklist to ensure that the Proposer is responding to and properly labeling all required sections. Failure to follow the specified format, to label the responses correctly, or to address all subsections listed in the Proposer Response Manual may, at the State's sole discretion, result in the rejection of the Proposal.

Proposals must not contain extraneous information. All information presented in a Proposal must be relevant in response to a requirement of this RFP, must be clearly labeled, and, if not incorporated into the body of the Proposal itself, must be referenced to and from the appropriate place within the body of the Proposal. Any information not meeting these criteria shall be deemed extraneous and shall in no way contribute to the evaluation process.

Instructions for responding to the Cost Proposal section appear in RFP Section 5.3 below.

- 5.1.4 Proposals shall be prepared on standard 8 1/2" x 11" paper. Foldouts containing charts, spread sheets, and oversize exhibits are permissible. All responses, as well as any reference material presented, must be written in English. All proposal pages must be numbered.
- 5.1.5 Proposers shall divide their responses to this RFP into a Technical Proposal and a Cost Proposal and submit them in accordance with the directions in Section 3.5 above, by the date and time identified in Section 2, RFP Schedule of Events: Deadline for Submitting a Proposal.

Cost Proposal and pricing information shall **not** be included in the Technical Proposal. Inclusion of Cost Proposal dollar amounts in the Technical Proposal shall make the proposal nonresponsive and the proposal shall be rejected.

### 5.2 Technical Proposal

The Technical Proposal shall be divided into the following:

- I. Proposal Transmittal Letter; (See section 5.2.1 below)
- II. Mandatory Proposer Qualifications; (See section 5.2.2 below)

- III. General Proposer Qualifications and Experience; (See section 5.2.3 below)  
IV. Technical Approach. (See section 5.2.4 below)

If a proposal fails to detail and address each of the requirements detailed herein, the State may determine the proposal to be nonresponsive and reject it.

### **5.2.1 Proposal Transmittal Letter**

The Technical Proposal must provide a written transmittal and offer of the proposal in the form of a standard business letter. The Proposal Transmittal Letter shall reference and respond to the following subsections in sequence and attach corresponding documentation as required.

The requirements of the Proposal Transmittal Letter section of the proposal are mandatory. Any proposal which does not meet the requirements and provide all required documentation may be considered nonresponsive, and the proposal may be rejected.

- 5.2.1.1 The letter shall be signed by a company officer empowered to bind the proposing vendor to the provisions of this RFP and any contract awarded pursuant to it; if said individual is not the company president, the letter shall attach evidence showing authority to bind the company.
- 5.2.1.2 The letter shall state that the proposal remains valid for at least one hundred twenty (120) days subsequent to the date of the Cost Proposal opening and thereafter in accordance with any resulting contract between the Proposer and the State.
- 5.2.1.3 The letter shall provide the complete name and Social Security Number of the individual or the legal entity name and Vendor Tax Identification Number of the firm making the proposal.
- 5.2.1.4 The letter shall provide the name, mailing address, e-mail address and telephone number of the person the State should contact regarding the proposal.
- 5.2.1.5 The letter shall state whether the Proposer intends to use subcontractors — if so, clearly identify the names of the subcontractors along with complete mailing addresses and the scope and portions of the work the subcontractors shall perform. (Note: The Contractor must obtain written approval from the State prior to the use of any subcontractors.)
- 5.2.1.6 The letter shall state whether the Proposer or any individual who shall perform work under the contract has a possible conflict of interest (*e.g.*, employment by the State of Tennessee) and, if so, the nature of that conflict. The State reserves the right to cancel an award if any interest disclosed from any source could either give the appearance of a conflict of interest or cause speculation as to the objectivity of the offeror. Such determination regarding any questions of conflict of interest shall be solely within the discretion of the State.
- 5.2.1.7 If the Proposal is submitted by a Joint Venture (see RFP Section 4.1, Joint Ventures), then the Transmittal Letter must clearly State this fact and must reference the enclosed copy of the joint venture agreement(s) that identifies the principals involved, in accordance with RFP Section 4.1. The Transmittal Letter must clearly set forth the respective responsibilities and functions each principal to the Joint Venture would perform if awarded the Contract. The Proposal Transmittal Letter must also meet all other requirements for the Proposal Transmittal Letter defined in RFP Section 4.1.

### **5.2.2 Mandatory Proposer Qualifications**

Technical Proposals shall provide responses and documentation, as required, that indicate that the Proposer has met the Mandatory Proposer Qualifications requirements. Any Proposal which does not meet the mandatory requirements and provide all required documentation may be considered nonresponsive, and the proposal may be rejected.

Technical Proposals shall provide the following information (referencing the subsections in sequence):

5.2.2.1 written confirmation that the Proposer shall comply with all of the provisions in this RFP and shall accept all terms and conditions set out in Section 8, *pro forma* Contract of this RFP. (Note: If the Proposal fails to provide said confirmation without exception or qualification, the State, at its sole discretion, may determine the proposal to be a nonresponsive counteroffer, and the proposal may be rejected.)

5.2.2.2 written certification and assurance of the Proposer's compliance with:

- a. the laws of the State of Tennessee;
- b. Title VI of the federal Civil Rights Act of 1964;
- c. the Equal Employment Opportunity Act and the regulations issued thereunder by the federal government;
- d. the Americans with Disabilities Act of 1990 and the regulations issued thereunder by the federal government;
- e. the condition that the submitted proposal was independently arrived at, without collusion, under penalty of perjury; and,
- f. the condition that no amount shall be paid directly or indirectly to an employee or official of the State of Tennessee as wages, compensation, or gifts in exchange for acting as an officer, agent, employee, subcontractor, or consultant to the Proposer in connection with the procurement under this RFP.

(Use RFP Attachment 9.1: Certificate of Compliance, for the above)

5.2.2.3 documentation of financial responsibility and stability; said documentation shall include:

5.2.2.3.1 a current written bank reference, in the form of a standard business letter, indicating that the Proposer's business relationship with the financial institution is in positive standing,

5.2.2.3.2 two current written, positive credit references, in the form of standard business letters, from vendors with which the Proposer has done business; in lieu of such, documentation of a positive credit rating determined by an accredited credit bureau within the last 6 months, and

5.2.2.3.3 written confirmation that upon execution of a contract resulting from this RFP, the Proposer, as Contractor, will provide a copy of a valid certificate of insurance indicating liability insurance in the amount of at least One Million Dollars (\$1,000,000).

5.2.2.4 written confirmation that the Proposer will provide a performance bond in accordance with the requirements of the RFP.

5.2.2.5 written confirmation that the TRUST developed/delivered by the Proposer will not contain any disallowed non-standard software products. See the listing of categories/subcategories of software products from which the State will not allow any deviations in Contract Attachment A: Project Approach, Section 4.

5.2.2.6 Detailed Documentation of Proposer Financial Resources

Documentation of sufficient financial strength and resources to provide the scope of services to the state in the volume projected and within the time frames required; said documentation shall include:

5.2.2.6.1 the most recent independent audited financial statements for a fiscal year ended within the last 36 months; compiled or reviewed financial statements will **not** be accepted;

the audited financial statements must be:

- prepared under United States generally accepted accounting principles; and
- audited under United States generally accepted auditing standards;

and the audited financial statements must include:

- the auditor's opinion letter;
- financial statements; and
- the notes to the financial statements;

5.2.2.6.2 documentation disclosing the amount of cash flows from operating activities for the Proposer's most current operating period; this documentation must indicate whether the cash flows are positive or negative, and, if the cash flows are negative for the most recent operating period, a detailed explanation of the factors contributing to the negative cash flows must be provided;

5.2.2.6.3 In lieu of the documentation required by Sections 5.2.2.6.1 and 5.2.2.6.2, the Proposer may substantiate financial strength and resources by submitting a letter of commitment for a line of credit from a financial institution. The amount of the line of credit shall be in the amount of five hundred thousand dollars (\$500,000). This letter of commitment for a line of credit from a financial institution must detail the time period for which the commitment is valid, the RFP for which it applies, and must be signed both by an authorized agent of the financial institution and by a company officer empowered to bind the proposing vendor to the provisions of this RFP as required in section 5.2.1.1.

### **5.2.3 General Proposer Qualifications and Experience**

Technical Proposals shall provide the following information (referencing the subsections in sequence) to evidence the Proposer's experience in delivering services similar to those required by this RFP:

5.2.3.1 a brief, descriptive statement indicating the Proposer's credentials to deliver the services sought under this RFP.

5.2.3.2 a brief description of the Proposer's background and organizational history.

5.2.3.3 years in business.

5.2.3.4 a brief statement of how long the Proposer has been performing the services required by this RFP.

5.2.3.5 location of offices.

5.2.3.6 a description of the Proposer organization's number of employees, longevity, client base.

5.2.3.7 whether there have been any mergers, acquisitions, or sales of the Proposer company within the last ten years (if so, an explanation providing relevant details).

5.2.3.8 form of business (*i.e.*, individual, sole proprietor, corporation, non-profit corporation, partnership, joint venture, limited liability company, *et cetera*).

5.2.3.9 a statement as to whether the Proposer or any of the Proposer's employees, agents, independent contractors, or subcontractors have been convicted of, pled guilty to, or pled *nolo contendere* to any felony; and if so, an explanation providing relevant details.

- 5.2.3.10 a statement as to whether there is any pending litigation against the Proposer; and if such litigation exists, attach an opinion of counsel as to whether the pending litigation will impair the Proposer's performance in a contract under this RFP.
- 5.2.3.11 a statement as to whether, in the last ten years, the Proposer has filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors; and if so, an explanation providing relevant details.
- 5.2.3.12 an organizational chart highlighting the key people who shall be assigned to accomplish the work required by this RFP — it should illustrate the lines of authority and designate the individual responsible for the completion of each service component and deliverable of the RFP.
- 5.2.3.13 a narrative description of the proposed project team, its members, and organizational structure.
- 5.2.3.14 a list, if any, of all current contractual relationships with the State of Tennessee and all those completed within the previous five-year period -- the listing should include:
- a. the contract number;
  - b. the contract term;
  - c. the procuring state agency; and
  - d. the State contact name and telephone number for each reference.
- 5.2.3.15 A list of the three (3) largest clients the Proposer is currently serving, or has recently (within the past three [3] years) served. At least one of these projects must be a project that was completed within the last three years. Higher scores will be given for experience reflecting services the same as or similar to those requested in this RFP. For each client, include:
- a. Client name, address, and telephone number. In the case of known mergers or acquisitions, provide current name, address, and telephone number.
  - b. Description of service provided. Include a description of the project team and management aspects of the project.
  - c. Time period of the project and/or contract. Must be stated in the form of "from-to" dates (e.g., "Jan. 95 -- March 96"). Do not state this as a length of time (e.g., "two years"), without start and end dates.
  - d. For each client, provide contact information for one reference. The Proposer must include the following contact information for that reference: person's name, telephone number, fax number, and e-mail address. The Proposer **must** verify the accuracy of all contact information (name, telephone number, fax number, and e-mail address) within thirty (30) days prior to the "Deadline for Submitting a Proposal" date. The State will send a reference check questionnaire to these references, and their input on the questionnaire will affect the Proposer's score.  
  
The reference is fully responsible for the timing and content of the reference check information returned to the State. If the reference does not return the questionnaire by the date specified or fails to properly fill out the questionnaire, then scoring will proceed as if the reference information were unfavorable.
- Label the reference responses as follows: "Experience Reference # 1," followed by specific responses to 5.2.3.15.a through 5.2.3.15.d; etc.

## 5.2.4 Technical Approach

The Proposer will refer to RFP Attachment 9.3: Proposer Response/Technical Proposal Evaluation Manual. See RFP Attachment 9.3, Section 3, Technical Approach. This area of the Proposer Response Manual contains instructions for responding to the Technical Approach portion of the RFP.

The State's requirements with regard to the Technical Approach are contained in attachments to the *pro forma* Contract. The Proposer Response Manual references the Contract Attachments, and includes a complete list of all sections within these Attachments for which a Proposal response is required.

The Proposer must respond to every numbered section listed in the Section 3 of the Proposer Response Manual. The Proposer must structure its response in the same sequence and use the same labeling and numbering that appears in the tables. The Proposer should use RFP Attachment 9.3 as a checklist to ensure that the Proposer is responding to and properly labeling all required sections.

### 5.3 Cost Proposal

- 5.3.1 The Cost Proposal shall be submitted to the State as a separate, sealed package from the Technical proposal.
- 5.3.2 The Cost Proposal required format is provided in RFP Attachment 9.2: Cost Proposal Format, and the Cost Proposal must be recorded on an exact duplicate thereof.
- 5.3.3 The Cost Proposal shall specifically record the exact cost amounts proposed in the appropriate spaces as required by RFP Attachment 9.2. Said proposed cost shall incorporate all cost for the proposed scope of services for the total contract period.
- 5.3.4 The Cost Proposal shall record only the proposed cost as required, and shall not record any other rates, amounts, or information. It shall not record any text that could be construed as a qualification of the cost amounts proposed. If the Proposer fails to specify the Cost Proposal as required, the State shall determine the proposal to be nonresponsive and reject it.
- 5.3.5 The Proposer must sign and date the Cost Proposal.
- 5.3.6 The costs shall be proposed as follows:

#### Product Development Fixed Cost:

In the "Product Development Fixed Cost" table provided, **the Proposer must enter a fixed-cost for each development phase of the project. The Proposer must include in these "Costs by Phase" all costs for the full term of the Contract for any pre-existing Application Software Package, if one is proposed as a part of the solution. The Proposer must also include all costs for the full term of the Contract for any third-party software required for the operation or maintenance of TRUST and for the Application Software Package, if any.** The costs so proposed shall include all costs to the State to fully implement TRUST at the Phase I central office sites (Metro Center, Foster Avenue, and TRICOR), including, but not limited to, all analysis, design, development, testing, hardware, software, installation, systems integration, application support, troubleshooting, and training costs. See Contract Attachment R: Responsibility to Provide TRUST Hardware/Software/Services, for a list of the hardware/software/services the Contractor will provide.

The Phase Development Fixed Costs shall also include all costs for systems development activities associated with developing the Imaging application software portion of the TRUST system. However, these costs shall not include costs for the specific "Imaging Hardware/Software Components" required for each configuration and listed in the "Line Item Hardware/Software Cost" table that appears in RFP Attachment 9.2. Imaging Hardware/Software Components shall be purchased on a per-item basis as required to configure each implementation site. See *pro forma* Contract A.4.c, for a discussion of the Imaging system development responsibilities.

The Phase I implementation sites are listed in Contract Attachment W: Implementation/Configuration Data, and these sites include five (5) County Clerk locations. However, the Proposer must not include any costs to implement the County Clerk sites in the "Product Development Fixed Cost" table. The Proposer will propose costs to implement these five County Clerk locations in the "County Clerk Implementation Cost" table, described below under the "Phase II Implementation" header. Note that the State reserves the right to substitute comparably sized County Clerk sites in the event that the list of Phase I implementation sites changes prior to the implementation effort. See the *pro forma* Contract, Section A.4.a, for a description of the Phase I implementation.

In addition, Contract Attachment W also describes the Phase I implementation site configurations. Note that all PC's supplied as a part of the Phase I implementations must include Microsoft Office 2000 Small Business Edition software. For the imaging hardware/software requirements for the Phase I sites, see Contract Attachment U: Imaging.

If the Proposer is proposing an Application Software Package, then, upon the State's written acceptance of the Phase I implementation sites, the Contractor shall provide the State with an unlimited, non-exclusive, perpetual, and irrevocable license to use the Application Software Package. There shall be no on-going licensure fees. In addition, the Contractor will also provide source code for the Application Software Package at the same time that it provides source code for the remainder of the TRUST system.

If the Proposer receives the Contract award, the Product Development Fixed Cost amounts proposed will be transferred to the "Development Phase Milestone Payment Methodology" section of the Contract.

Phase II Implementation:

In the appropriate spaces in the "County Clerk Implementation Cost" table provided, **the Proposer must enter a single cost to complete the full implementation of TRUST at each County Clerk implementation site listed.** The costs proposed include all costs (exclusive of those noted below) to the State to complete the full implementation, including, but not limited to, all hardware, software, installation, systems integration, application support, troubleshooting, and training costs. The State is responsible for providing communications to the site and any additional wiring that may be required within the site to accomplish connection to the State's network. See Contract Attachment R: Responsibility to Provide TRUST Hardware/Software/Services, for a list of the hardware/software/services the Contractor will provide.

Each implementation site will have unique hardware/software configuration requirements associated with document Imaging. However, the County Clerk Implementation Costs proposed shall not include any costs for specific Imaging Hardware/Software Components. Costs for these components will be proposed on the "Line Item Hardware/Software Cost" table described below.

The required Phase II implementation site configurations are described in Contract Attachment W: Implementation/Configuration Data. These site configurations are for planning purposes and represent reasonable information for each of the counties. The final design may require the State to change the figures up or down; if so, these adjustments will be made based on the "Line Item Hardware/Software Costs" discussed below. In addition, the State reserves the right to substitute comparably sized County Clerk sites in the event that the list of Phase II implementation sites changes prior to the implementation effort. The State is not obligated to implement TRUST in any of the Phase II County Clerk sites.

Note that all PC's supplied as a part of the Phase II implementations must include Microsoft Office 2000 Small Business Edition software. For the imaging hardware/software requirements for the Phase II sites, see Contract Attachment U: Imaging.

The Contractor must propose an implementation cost for each of the ninety-five (95) Tennessee County Clerk Office sites. The State will compensate the Contractor for the five (5) County Clerk sites included in the Phase I implementation effort in accordance with the rates proposed on the County Clerk Implementation Cost table. In the event of a substitution of one or more County Clerk offices at implementation time, the State will compensate the Contractor for the substituted County Clerk sites at the rates proposed for the substituted site(s).

If the Proposer receives the Contract award, the County Clerk Implementation Cost amounts proposed will be transferred to the "County Clerk Implementation Payment Methodology" section of the Contract.

Line Item Hardware/Software:

In the appropriate spaces in the "Line Item Hardware/Software Cost" table provided, the Proposer will enter line item costs to provide various types of hardware/software as described below. The quantity



in each case is (1) one. The State will use these per unit, line item costs to configure imaging implementation sites, as well as to add or subtract single items to or from implementation site configurations.

The costs for Line Item Hardware/Software so proposed are for the specific line items themselves, and shall not include the professional services/labor to install and troubleshoot the required hardware/software. The State shall compensate the Contractor for such professional services/labor at the Application Support Hourly Rates described below.

The Proposer shall propose Line Item Hardware/Software costs in each of the required categories, as described below:

- "Counter Position" Workstations. In the appropriate space in the "Line Item Hardware/Software Cost" table provided, **the Proposer must enter a single per-unit cost to provide a fully equipped Counter Position Workstation.** See Section A.5.a of the *pro forma* Contract for a description of the Counter Position Workstation required.
- "Back-Office" Workstations. In the appropriate space in the "Line Item Hardware/Software Cost" table provided, **the Proposer must enter a single per-unit cost to provide a fully equipped Back-Office Workstation.** See Section A.5.b of the *pro forma* Contract for a description of the Back-Office Workstation required.
- "Reflective Paper Decal Capable" Printers. In the appropriate space in the "Line Item Hardware/Software Cost" table provided, **the Proposer must enter a single per-unit cost to provide a fully equipped Reflective Paper Decal Capable Printer.** See Section A.5.c of the *pro forma* Contract for a description of the Reflective Paper Decal Capable Printer required.
- Imaging Hardware/Software Components. In the appropriate space in the "Line Item Hardware/Software Cost" table provided, **the Proposer must enter a single per-unit cost to provide each Imaging Hardware/Software Component listed.** If the Proposer prices the "Imaging User License -- Per Seat" item in terms of "simultaneous logged-on users" (SLUs), "then the Proposer must convert its proposed cost to a "per seat" cost; to do so, the Proposer should assume three (3) users per SLU. In addition, the costs so proposed must include all costs for any incidental items necessary to install the components in question and make them operational in the State's environment; for example, cables, adapters, connectors, attachments, cards, consumables (such as light bulbs), etc. See Sections A.4.c and A.5.d of the *pro forma* Contract for additional information regarding Imaging Hardware/Software Components. See Contract Attachment U: Imaging for specifications, for the Imaging Hardware/Software Components.

If the Proposer receives the Contract award, the Line Item Hardware/Software amounts proposed will be transferred to the "Line Item Hardware/Software Payment Methodology" section of the Contract.

Change Order Hourly Rate:

The Change Order Hourly Rate is a single composite rate that represents the total Unit Rate cost to the State for Change Order work, including all applicable taxes, fees, overhead, travel, and all other direct or indirect costs incurred by the Contractor in the provision of the services.

In the "Change Order Hourly Rate" space provided, **the Proposer must enter a single Change Order Hourly Rate.** See Section A.7 of the *pro forma* Contract for a description of the Change Order process.

If the Proposer receives the Contract award, the Change Order Hourly Rate proposed will be transferred to the "Change Order Payment Methodology, Hourly Rate, and Maximum Cumulative Amount" section of the Contract.

Application Support Hourly Rates:

The Proposer must propose Application Support Hourly Rates for the three Job Classifications required to perform application support services. Each of these Application Support Hourly Rates is the total Unit Rate hourly cost to the State for the Job Classification work in question, including all

applicable taxes, fees, overhead, and all other direct or indirect costs incurred by the Contractor in the provision of the services.

In the appropriate spaces in the "Application Support Cost" table provided, **the Proposer must enter a rate for each of the three Job Classifications and for each of the four (4) years** during which Application Support services may be requested. See Section A.9 of the *pro forma* Contract for an explanation of the Application Support services. Section C.7 of the *pro forma* Contract contains an explanation of the Application Support rates and their effective dates.

If the Proposer receives the Contract award, the Application Support Hourly Rates proposed will be transferred to the "Application Support Payment Methodology" section of the Contract.

## **6 EVALUATION AND CONTRACT AWARD**

### **6.1 Proposal Evaluation Categories and Weights**

The categories that shall be considered in the evaluation of proposals are Qualifications and Experience, Technical Approach, and Cost. Each category shall be weighted as follows, and one thousand (1000) points is the maximum total number of points which may be awarded to a proposal:

General Proposer Qualifications and Experience: **200** (maximum points possible)

Technical Approach: **500** (maximum points possible)

Cost Proposal: **300** (maximum points possible)

### **6.2 Proposal Evaluation Process**

6.2.1 The evaluation process is designed to award the procurement not necessarily to the Proposer of least cost, but rather to the Proposer with the best combination of attributes based upon the evaluation criteria.

6.2.2 The RFP Coordinator shall manage the proposal evaluation process and maintain proposal evaluation records. A Proposal Evaluation Team made up of three or more State employees shall be responsible for evaluating proposals.

6.2.3 All proposals shall be reviewed by the RFP Coordinator to determine compliance with basic proposal requirements as specified in this RFP. If the RFP Coordinator determines that a proposal may be missing one or more such requirements, the Proposal Evaluation Team shall review the proposal to determine:

- 1) if it meets requirements for further evaluation;
- 2) if the State shall request clarification(s) or correction(s); or
- 3) if the State shall determine the proposal non-responsive and reject it.

(See RFP Attachment 9.3: Proposer Response/Technical Proposal Evaluation Manual, Section 1, Basic Proposal Requirements Checklist.)

6.2.4 J. Allen Staley, CPA, (State position title – Accountant 2), in consultation with the Department of Finance and Administration, shall provide an analysis of each Proposer's detailed documentation of financial resources. The analysis may include where appropriate (but not be limited to) an examination of the Current Ratio, Quick or Acid Test Ratio; Cash Ratio, Gross Working Capital to Total Assets Ratio, and Debt to Worth Ratio. The analysis shall result in a clear, written determination provided to the RFP Coordinator regarding whether each Proposer's detailed documentation of financial resources indicated apparent financial strength, stability, and resources to provide the subject scope of services as required.

If a Proposer's detailed documentation of financial resources is not clearly determined to indicate apparent financial strength and resources to provide the subject scope of services as required, the Proposal Evaluation Team shall review the proposal to determine:

- 1) if the State shall request clarification(s) or correction(s); or
- 2) if the State shall determine the proposal nonresponsive and reject it.

6.2.5 The Proposal Evaluation Team shall evaluate responsive proposals. Each evaluator shall score the General Proposer Qualifications and Experience section and the Technical Approach section of each proposal. The evaluation scoring shall use the pre-established evaluation criteria and weights set out in

this RFP. Each evaluator shall use only whole numbers for scoring proposals (See RFP Attachment 9.3: Proposer Response/Technical Proposal Evaluation Manual).

6.2.6 The State reserves the right, at its sole discretion, to request clarifications of technical proposals or to conduct discussions for the purpose of clarification with any or all Proposers. The purpose of any such discussions shall be to ensure full understanding of the proposal. Discussions shall be limited to specific sections of the proposal identified by the State and, if held, shall be after initial evaluation of Technical Proposals. If clarifications are made as a result of such discussion, the Proposer shall put such clarifications in writing.

6.2.7 Upon completion of Technical Proposal scoring by the Proposal Evaluation Team, the RFP Coordinator shall calculate the average scores for each section--General Proposer Qualifications and Experience, and Technical Approach--of the Technical Proposal. The average scores will then be added to yield the Technical Proposal score. This will be calculated for each proposal.

6.2.8 After opening the Cost Proposals, the RFP Coordinator shall calculate scores for each Cost Proposal (see RFP Attachment 9.4: Cost Proposal Evaluation Format).

The Cost Evaluation scores shall be based on the amounts indicated in the Cost Proposal. The RFP Coordinator will sum the line-item amounts for Product Development Fixed Cost, County Clerk Implementation Cost, Line Item Hardware/Software Cost, and Application Support Cost to derive totals in these areas. These amounts and the Change Order Hourly Rate shall be used in the formulae described in RFP Attachment 9.4: Cost Proposal Evaluation Format to determine the points a Proposer shall receive for the Cost Proposal.

6.2.9 The RFP Coordinator shall combine the average Technical Evaluation scores with the Cost Evaluation scores for each Proposer (see RFP Attachment 9.5: Proposal Score Summary Matrix). The resulting score will be the Proposal Total Score.

6.2.10 All proposal evaluation calculations shall result in numbers rounded to the nearest two decimal places (e.g., 9.99).

### **6.3 Contract Award**

6.3.1 The RFP Coordinator shall forward results from the proposal evaluation process to the head of the procuring agency for consideration.

6.3.2 The State reserves the right to make an award without further discussion of any proposal submitted. There shall be no best and final offer procedure. Therefore, each proposal should be initially submitted on the most favorable terms the vendor can offer.

6.3.3 After the evaluation of proposals and final consideration of all pertinent information available, the head of the procuring agency shall issue a written Evaluation Notice to all Proposers. The notice shall identify the apparent best-evaluated Proposer. The notice shall not create rights, interests, or claims of entitlement in the apparent best-evaluated Proposer or any vendor. (See RFP Attachment 9.6: Sample Evaluation Notice, for a sample notice.)

6.3.4 The RFP files shall be made available for public inspection.

6.3.5 The State reserves the right, at its sole discretion, to negotiate with the apparent best evaluated Proposer subsequent to the Evaluation Notice.

6.3.6 The apparent best evaluated Proposer shall be prepared to enter into a contract with the State which shall be substantially the same as the *pro forma* contract included in Section Eight of this RFP. Notwithstanding, the State reserves the right to add terms and conditions, deemed to be in the best

interest of the State, during final contract negotiations. Any such terms and conditions shall be within the scope of the RFP and shall not affect the basis of proposal evaluations.

- 6.3.7 Contractor Registration — Proposers need not be registered with the State to make a proposal. However, all service providers to whom the State of Tennessee makes a contract award should be registered as required by the Department of Finance and Administration prior to Contract Award. (See RFP Attachment 9.7: Service Provider Registry System Requirements, for additional details.)

If a Proposer fails to register with the state as a service provider as required by the Department of Finance and Administration within fourteen (14) days of final contract negotiations, the State may determine, at its sole discretion, that the Proposer is nonresponsive to the terms of this RFP.

- 6.3.8 If a Proposer fails to sign and return the contract drawn pursuant to this RFP and final contract negotiations within fourteen (14) days of its delivery to the Proposer, the State may determine, at its sole discretion, that the Proposer is nonresponsive to the terms of this RFP, reject the proposal, and open final contract negotiations with the next best evaluated Proposer.

- 6.3.9 Contract award shall be subject to the contract approval of all appropriate State officials in accordance with applicable State laws and regulations.

## **7 STANDARD CONTRACT INFORMATION**

### **7.1 Contract Approval**

The RFP and the contractor selection processes do **not** obligate the State and do **not** create rights, interests, or claims of entitlement in the apparent best-evaluated Proposer or any vendor. Contract award and State obligations pursuant thereto shall commence **only** after the contract is signed by the Contractor and the head of the procuring state agency **and** after the contract is signed by all other State officials as required by State laws and regulations to establish a legally binding contract.

### **7.2 Contract Payments**

Contract payments shall be made in accordance with the Payment Terms and Conditions Section of the final contract.

No payment shall be made until the contract is approved as required by State laws and regulations. Under no conditions shall the State be liable for payment of any type associated with the contract or responsible for any work done by the Contractor, even work done in good faith and even if the Contractor is orally directed to proceed with the delivery of services, if it occurs before the contract start date specified by the contract **or** before contract approval by State officials as required by applicable statutes and rules of the State of Tennessee.

### **7.3 RFP and Proposal Incorporated into Final Contract**

This RFP and the successful proposal shall be incorporated into the final contract.

### **7.4 Contract Monitoring**

The Contractor shall be responsible for the completion of all work set out in the contract. All work is subject to inspection, evaluation, and acceptance by the State. The State may employ all reasonable means to ensure that the work is progressing and being performed in compliance with the contract. At reasonable times, the State may inspect those areas of the Contractor's place of business that are related to the performance of the contract. If the State requires such an inspection, the Contractor shall provide reasonable access and assistance.

### **7.5 Contract Amendment**

During the course of this contract, the State may request the Contractor to perform additional work for which the Contractor would be compensated. That work shall be within the general scope of this RFP. In such instances, the State shall provide the Contractor a written description of the additional work, and the Contractor shall submit a time schedule for accomplishing the additional work and a price for the additional work based on the rates included in the Contractor's Proposal to this RFP. If the State and the Contractor reach an agreement regarding the work and associated compensation, said agreement shall become effective by means of a contract amendment, except that change orders may be performed in accordance with the procedures set forth in Contract Section A.7 and shall require no contract amendment. Any such amendment requiring additional work must be mutually agreed upon by the parties and signed by the Contractor and the head of the procuring state agency **and** must be approved by other State officials as required by State laws and regulations. The Contractor shall **not** commence additional work until the State has issued a written contract amendment and secured **all** required approvals.

## **8 PRO FORMA CONTRACT**

The following *pro forma* contract contains capitalized and bracketed items that shall be replaced with appropriate information in the final contract:

**CONTRACT**  
**BETWEEN THE STATE OF TENNESSEE,**  
**DEPARTMENT OF FINANCE AND ADMINISTRATION**  
**AND**  
**[CONTRACTOR NAME]**

This Contract, by and between the State of Tennessee, Department of Finance and Administration, hereinafter referred to as the "State" and **[CONTRACTOR LEGAL ENTITY NAME]**, hereinafter referred to as the "Contractor," is for the development of a Title and Registration System to process vehicle titles and registrations, as further defined in the "SCOPE OF SERVICES."

The Contractor is **[AN INDIVIDUAL / A FOR-PROFIT CORPORATION / A NONPROFIT CORPORATION / A SPECIAL PURPOSE CORPORATION OR ASSOCIATION / A FRATERNAL OR PATRIOTIC ORGANIZATION / A PARTNERSHIP / A JOINT VENTURE / A LIMITED LIABILITY COMPANY]**. The Contractor's address is:

**[ADDRESS]**

The Contractor's place of incorporation or organization is **[STATE OF ORGANIZATION]**.

A. SCOPE OF SERVICES:

A.1. General Scope of the TRUST Project. The Contractor agrees to develop and implement a TRUST system meeting all of the State's requirements, and to perform all services, in accordance with and as defined in the *Request for Proposals for a Title and Registration User's System for Tennessee (TRUST)*, hereinafter referred to as the "RFP," and as defined in the other documents referenced in Section E.9, below.

A.2. TRUST Project Approach, Project Management, and Functional and Technical Requirements. The Contractor shall manage the TRUST Project and develop a TRUST system in accordance with requirements stated in the following Contract Attachments:

Attachment A: Project Approach  
Attachment B: Project Management  
Attachment C: Functional Descriptions  
Attachment D: Process Model  
Attachment E: TRUST Interface Diagram  
Attachment F: Interfaces  
Attachment G: Reports and Inquiries  
Attachment H: Forms and Decals  
Attachment I: Correspondence  
Attachment J: Fee Schedules  
Attachment K: General System Requirements  
Attachment L: Conceptual Data Model Diagram  
Attachment M: Conceptual Data Model  
Attachment N: Implementation Schedule  
Attachment O: Test Environment  
Attachment P: Training Requirements  
Attachment Q: Conversion Requirements  
Attachment R: Responsibility to Provide TRUST Hardware/Software/Services  
Attachment S: Counter Position Hardware/Software Specifications  
Attachment T: Printer Specifications  
Attachment U: Imaging



Attachment V: Estimated Transaction Volume Counts

Attachment W: Implementation/Configuration Data

A.3. Information Technology Methodology. The Contractor will develop and implement TRUST using the State's Information Technology Methodology (ITM). At time of Contract execution, the State will have already completed the first two ITM phases: "Scope and Feasibility" and "Requirements Definition & Solution Evaluation." The Contractor's portion of the TRUST project will begin with a transitional phase known as "Design Phase Kick-Off".

A.4.a Project Management and Product Development Phase Milestones. The TRUST project will include the following project Phase Milestones:

- i. Design Phase Kick-Off
- ii. Design
- iii. Construction
- iv. Acceptance Test
- v. Implementation

During each of the project Phases, the Contractor will have the responsibilities and will produce the project deliverables set forth in Contract Attachment B: Project Management. The Contractor will manage the project, perform all required tasks, and produce project deliverables in accordance with the requirements stated in Contract Attachment B.

The State will Implement TRUST in two Phases: Phase I will entail the implementation of TRUST at the sites listed under "PHASE I Implementation" in Contract Attachment W: Implementation/Configuration Data. The Phase I TRUST Implementation will be complete upon the State's written final approval of all tasks and deliverables associated with the Implementation Phase, combined with the complete implementation of the five (5) County Clerk implementation sites listed in Contract Attachment W. Note that the State reserves the right to substitute comparably sized County Clerk sites for the ones listed in Contract Attachment W.

The State will compensate the Contractor for work performed in conjunction with the Product Development Phases for Phase I in accordance with Contract Section C.3, below. The implementation of the central office locations (Metro Center, Foster Avenue, and TRICOR) shall be included as a part of the Development Phase Milestone payments described in Contract Section C.3, below.

However, payment for the Implementation Phase described in Contract Section C.3 shall not be made until the contractor has also completed the implementation of all five (5) County Clerk implementation sites listed under "PHASE I Implementation" in Contract Attachment W, or as modified by any substitutions of County Clerk sites which the State may make. Upon the State's final written acceptance of all Phase I implementation sites, including the County Clerk sites, the State will compensate the contractor for each of the five (5) County Clerk sites in accordance with the County Clerk implementation site Payment Amounts given in Contract Section C.4, below. Payments for each of the five (5) County Clerk sites will be withheld until the State has given written approval of the entire Phase I Implementation.

For specific information concerning the State's requirements and Contractor responsibilities associated with Phase I implementation sites, see Contract Attachment B, Section 3.5, item c.1.

A.4.b Phase II Implementation. The Phase II TRUST implementation will be performed at the State's option and will entail implementing TRUST at one or more County Clerk locations throughout the remaining ninety Tennessee counties. The Contractor fully understands that the State is in no way obligated to implement TRUST in any of the Phase II County Clerk sites. For specific information concerning the State's requirements and Contractor responsibilities associated with Phase II implementation sites, see Contract Attachment B, Section 3.5, item c.2.

The State will compensate the Contractor for each successful County Clerk implementation in accordance with Contract Section C.4, below.

- A.4.c Imaging Application. During Phase I, the Contractor will design, develop, test, and implement the Imaging application software for TRUST. The State shall compensate the Contractor for Imaging application software development as a part of the Development Phase Milestone payments described in Contract Section C.3, below. However, this compensation shall not include compensation for specific Imaging Hardware/Software Components required to configure each implementation site. The State will compensate the contractor for specific Imaging Hardware/Software Components required for each site as described in the following paragraph.

During Phase I and Phase II of the TRUST implementation, the Contractor will develop an Imaging hardware/software configuration for each implementation site, including recommendations of all required Imaging Hardware/Software Components, in accordance with the State's specifications and taking into account the unique characteristics of each implementation site. The State may either approve or disapprove the recommended configurations. Since the exact configurations of these sites are unknown at the time of Contract execution, the Contractor has provided the State with line item cost proposals for each Imaging Hardware/Software Component. For State-approved Imaging configurations, the State will compensate the Contractor for required Imaging Hardware/Software Components on a per-item basis in accordance with the Line Item Costs given in Contract Section C.5.

The Contractor understands that payments for Imaging Hardware/Software Components for each of the five (5) County Clerk sites that are a part of Phase I will be withheld until the State has given written approval of the entire Phase I Implementation.

- A.5. Line Item Hardware/Software. The Contractor will provide the following TRUST Hardware/Software on a "line item" basis. The State may purchase one or more of these items as needed to implement unforeseen TRUST implementation sites, or to add additional capacity to anticipated implementation sites. On the other hand, in the event that the State decides to reduce the configuration size at a given location, the State will also use these line item prices to reduce the amount that the State will pay the vendor for that location. See Contract Attachment W: Implementation/Configuration Data, for a list of the anticipated implementation sites and their expected configurations.

- A.5.a. "Counter Position" workstations. These workstations must include all hardware/software and meet all requirements specified in Contract Attachment S: Counter Position Hardware/Software Specifications. In addition, if the proposed solution includes a PC to perform Counter Position functions, the Counter Position workstation configuration must include Microsoft Office 2000 Small Business Edition software. The Contractor will perform the role of Systems Integrator to ensure that the Counter Position Hardware/Software installed as a part of TRUST fully meets the State's requirements as stated in the RFP.

The State will compensate the Contractor for additional Counter Position workstations as described in Contract Section C.5. The State will compensate the Contractor for the labor to install additional Counter Position workstations at the hourly unit rate specified for Installation/Desktop Support, Contract Section C.7, below.

- A.5.b. "Back-Office" workstations. These workstations must include all hardware/software to meet all TRUST requirements exclusive of those unique to the Counter Position workstations; for example, the Back-Office workstations will not be equipped to receive cash or credit card payments. The Back-Office workstation configuration provided must include Microsoft Office 2000 Small Business Edition software. The hardware/software for the Back-Office workstations must be in compliance with the State's standard Technical Architecture (see RFP Attachment 9.11: State Standards, Guidelines and Technical Architecture). The Contractor will perform the role of Systems Integrator to ensure that the Back-Office Hardware/Software installed as a part of TRUST fully meets the State's requirements as stated in the RFP.

The State will compensate the Contractor for additional Back-Office workstations as described in Contract Section C.5. The State will compensate the Contractor for the labor to install additional Back-Office workstations at the hourly unit rate specified for Installation/Desktop Support, Contract Section C.7, below.

- A.5.c. "Reflective Paper Decal Capable" Printers. These printers must meet all requirements specified in Contract Attachment T: Printer Specifications. The Contractor will perform the role of Systems Integrator to ensure that the printers installed as a part of TRUST fully meet the State's requirements as stated in the RFP.

The State will compensate the Contractor for printers as described in Contract Section C.5. The State will compensate the Contractor for the labor to install additional Reflective Paper Decal Capable Printers at the hourly unit rate specified for Installation/Desktop Support, Contract Section C.7, below.

- A.5.d. Imaging Hardware/Software Components. The Imaging Hardware/Software components provided must meet all requirements specified in Contract Attachment U: Imaging. The Contractor will perform the role of Systems Integrator to ensure that the Imaging Hardware/Software Components installed as a part of TRUST fully meet the State's requirements as stated in the RFP.

The State will compensate the Contractor for Imaging Hardware/Software Components as described in Contract Section C.5. The State will compensate the Contractor for the labor to install Imaging Hardware/Software Components at the hourly unit rate specified for the "Installation/Desktop Support," Contract Section C.7, below.

- A.6. Phase I and Phase II Training. The Contractor will provide training as specified in Contract Attachment B: Project Management for Phase I and Phase II implementation sites. See Contract Attachment P: Training Requirements, for descriptions of the number of users to be trained in Phase I and Phase II.

The State will compensate the Contractor for training required for the Metro Center, Foster Avenue, and TRICOR locations as a part of the compensation for Development Phase Milestones, as described in Contract Section C.3, below. In other words, all costs for this Training must be "rolled into" the cost to the State for Project Phase Milestones.

The State will compensate the Contractor for the five (5) Phase I County Clerk implementation sites and for Phase II (remaining County Clerk location) training as a part of the payment for each specific implementation site, as described in Contract Section C.4, below. In other words, all costs for this training, including, but not limited to, all personnel expenses and training-related travel expenses, must be rolled into the cost to the State for fully implementing each specific implementation site.

- A.7. Change Orders.

- A.7.a. The State may, at any time prior to the State's written acceptance of the TRUST as implemented in the Phase I implementation sites, and with written notice to the Contractor, request changes to work products within the general scope of the Contract. Requested changes may include modifications to the functional requirements and processing procedures or other modifications specifically required by new or amended Federal or State laws and regulations. (However, any corrections of system deficiencies relating to requirements outlined in the RFP and any investigation necessary to determine the source of the problem will not be considered Change Orders and are the Contractor's responsibility to make without charge to the State. See Warranty Period, Section A.8 of this Contract.)

- A.7.b. The written change order issued by the State shall specify whether the change is to be made on a certain date or placed into effect only after approval of the Contractor costs statement as described in the following paragraph.

- A.7.c. As soon as possible after receipt of a written change order, but in no event more than fifteen (15) calendar days thereafter, the Contractor shall provide the State with a written statement that the change has no price impact on the Project, or that there is a price impact, in which case the statement shall include a description of the price increase or decrease involved in implementing the change. The cost or credit to the State resulting in a change in the work shall specify the total cost based on the number of staff-hours required to complete the change, times the corresponding hourly rate bid by the Contractor. It is assumed that the Contractor may price some change orders at a lesser total cost than that appearing in the written statement due to the nature of the change or the number of hours required to effect the change.
- A.7.d. The State will compensate the Contractor for Change Order work based on the Hourly Rate given in Section C.6 of this Contract, in a total amount for each change request not to exceed the written estimate agreed upon by the parties.
- A.8. Warranty Period.
- A.8.a. The Contractor shall be responsible for a twelve- (12) month Warranty period, beginning upon the State's written acceptance of the implementation of TRUST in all Phase I Implementation sites listed in Contract Attachment W: Implementation/Configuration Data. The start of the Warranty Period so defined shall be referred to as the "Warranty Period Begin Date." The Warranty shall apply to all Phase I Implementation sites. All Warranty services shall be provided free-of-charge to the State. The State shall not compensate the Contractor for travel expenses related to the provision of Warranty services. This Warranty language will supercede any warranty language provided by the Uniform Computer Information Transactions Act (UCITA).
- A.8.b. The Contractor must expressly warrant all hardware and software provided as a part of the TRUST system (Collectively referred to as "TRUST") to be defect free, properly functioning, and compliant with the terms of the Contract and/or Change Order request.
- A.8.c. The contractor will provide the State with a "Problem Report Line," a phone number to call to report system problems. This number shall be answered by a human being and will be available to the State on a twenty-four hours per day, seven days per week, and three hundred sixty-five days of the year ("24 X 7 X 365") basis. The State may call this number to report hardware problems, such as a broken printer, or software problems, such as a malfunctioning program. Contractor staff working this Problem Report Line shall have experience and knowledge sufficient to enable them to assist State users in resolving problems by "talking them through" the solution while on the phone. The State will not call the Problem Report Line to ask questions about how to use the system. The State will develop its own user help line for this purpose.
- A.8.d. The Contractor's responsibility with respect to Warranty shall be the correction of errors, defects, and/or design deficiencies in TRUST software and the repair or replacement of defective hardware, software, or other components provided as a part of the overall TRUST system solution (collectively "deficiencies").

Upon receiving a problem report, the Contractor will either (1) resolve the problem over the phone using, if necessary, remote access (dial-up or other); or (2) dispatch Contractor personnel to the site, who shall take all necessary steps to repair or replace the malfunctioning hardware or software as quickly as possible. If the State deems the problem to be "non-critical," the Contractor shall resolve the deficiency(ies) within twenty-four (24) hours of notification by the State of the deficiencies; provided, however, that if the continued use of deficient elements of the TRUST system would cause damage to State system(s) or data associated therewith, or would otherwise seriously impair the ability of users of the system(s) to do their jobs, then the State shall deem the problem to be "critical." In the event of a critical problem, if the nature of the problem is such that the Contractor can resolve it with the user on the Problem Report line or via remote access (dial-up or other form), then the Contractor must resolve the deficiency(ies) within one (1) hour; however, if the Contractor must go on-site to resolve the problem, then the Contractor must resolve the deficiency(ies) within four (4) hours. All

deficiencies must be resolved within the stated time frames (either twenty-four, four, or one hour(s), depending upon the aforementioned circumstances) unless an extension is otherwise granted, in writing, by the State. The State will determine when any deficiencies have been resolved. The State may require Contractor personnel to work to resolve deficiencies on a 24 X 7 X 365 basis.

If Contractor personnel determine that the problem is not the fault of Contractor-provided software or hardware, then the Contractor shall notify State support personnel immediately. If the State agrees that the problem is the fault of State-provided software or hardware, the State will resolve the problem. However, in this case, the State may require Contractor personnel to remain on-site and/or dedicated to the problem to perform any required joint functions until the problem is resolved, and shall compensate the Contractor only for the time the Contractor has to remain on site after the problem as been turned over to the State; such compensation shall be made at the Application Support unit rate for the appropriate Job Classification, as stated in Contract Section C.7.

- A.8.e. The Contractor is not required to maintain staff on-site at the State during the Warranty support period. The State will provide dial-up or other form(s) of access for Contractor staff for Warranty and Application Support purposes; the Contractor will be responsible for all communication costs related to these support activities. However, if the State determines that the Contractor is not providing Warranty and Application Support services in a timely manner, the State may require the Contractor to provide on-site support staff.
- A.8.f. The Contractor also warrants that all "enhancements" to TRUST resulting from Application Support requests shall be defect free, properly functioning, and compliant with the terms of the Contract and/or Enhancement request. This Warranty shall extend for three (3) months from the date the State approves the Enhancement in writing, or for the remainder of the aforementioned twelve- (12) month Warranty period, whichever is later. After the expiration of the Warranty period, the warranty on each Enhancement shall extend for three (3) months from the date the State approves the Enhancement in writing; however, the Contractor shall staff the Problem Report Line only during State of Tennessee business hours (7:00 a.m. to 4:30 p.m. CT). Otherwise, the Contractor's responsibilities with regard to Enhancement warranties shall be the same as those for the accepted system, as described in this section (A.8).
- A.8.g. If the Contractor fails to repair a deficiency or defect within the Warranty period, the State may, at its option, act to repair and the Contractor shall be required to reimburse the State for all costs incurred.
- A.8.h. The Contractor will be the initial contact point for all Warranty notifications and support requests, regardless of the perceived source of the problem. The Contractor may elect to have phone or on-site Warranty repair or support services performed by subcontracted personnel; however, if this is the case, the Contractor shall be responsible for coordinating the effort, and the State shall not have to deal directly with the subcontractor.
- A.9. Application Support. Beginning upon the State's written acceptance of the Acceptance Test Phase, listed in Contract Section C.3, the Contractor shall provide one (1) year of Application Support services. The Contractor shall be compensated for Application Support work on an as-needed basis at the Application Support unit rates stated in Contract Section C.7. Application Support services shall be provided as follows:
  - A.9.a. Application Support may consist of any of the following:
    - A.9.a.i "Installation/Desktop Support" -- including, but not limited to, installing the variety of desktop computer hardware and software that composes the TRUST implementation at the T&R division in Nashville and the county locations across the State; bringing additional TRUST users on-line; implementing and troubleshooting additional TRUST hardware and software; and installing and providing rudimentary training for hardware/software components.

- A.9.a.ii "Training" -- including the provision of all levels of fundamental, advanced, and remedial training associated with TRUST; modifying and/or constructing training materials; and providing training to cover any component of the TRUST application software, including any "shrink wrap" software used as a part of the TRUST solution.
- A.9.a.iii "Development/Other" -- including application support for changes and enhancements to TRUST (tasks will include all components of the State's methodology, including, but not limited to, design, construction, testing, and implementation; software maintenance work required to repair deficiencies in components of the TRUST system that are beyond their respective Warranty periods; as well as other unspecified systems development work.
- A.9.b. At the State's option, the State may execute a Contract amendment to invoke one or more additional years of Application Support services. Any such additional Application Support shall begin on the day after the expiration date of the previous Application Support services period and shall continue for the period of time defined in the Contract amendment.
- A.9.c. After the expiration of the Warranty period and during any additional years of Application Support, the Contractor shall staff the Problem Report Line (as defined above) during State of Tennessee business hours (7:00 a.m. to 4:30 p.m. CT). The State may call this number to report TRUST software defects.
- A.9.d. If Application Support services are requested to repair deficiencies in components of the TRUST system that are beyond their respective Warranty periods, then, upon receiving the problem report, the Contractor shall act to repair these deficiencies in accordance with the severity of the problem. See Contract Section A.8.d, above, for the response time requirements for critical and non-critical problems. If Contractor personnel determine that the problem is not the fault of Contractor-supported software or hardware, then the Contractor shall notify State support personnel immediately. If the State agrees that the problem is the fault of State-supported software or hardware, the State will resolve the problem. However, in this case, the State may require Contractor personnel to remain on-site and/or dedicated to the problem to perform any required joint functions until the problem is resolved.
- A.9.e. There is no guarantee that the State will use any of the Contractor's Application Support services, or that any additional years of Application Support will be invoked. The State retains full control as to the timing and usage of Application Support services. Invoking one or more years of additional Application Support will be at the State's option and will require a contract amendment. The State will notify the Contractor, in writing, of its intentions with regard to Application Support at least sixty (60) days prior to the end of the current Application Support period.
- Regardless of when Contractor-supplied Application Support ends, at least thirty (30) days prior to that date the Contractor will prepare an updated System Turnover Plan which will include a plan for the transition of any critical Application Support roles from Contractor to State personnel, including any additional State personnel training that may be required. The Contractor will then execute this plan, assisting the State in transferring key responsibilities from Contractor to State personnel and training State personnel as needed to ensure a successful transition.
- A.10. Project Closure. At the end of the Warranty Period, the Contractor will perform the Project Closure tasks and produce the deliverables described in Contract Attachment B: Project Management. Upon completion of the Project Closure effort and assuming that the Contractor has fulfilled all of its obligations, the State will remit the remainder of the accumulated retained funds. (See Contract Section C.3).

B. CONTRACT TERM:

- B.1. Contract Term. This Contract shall be effective for the period commencing on August 8, 2001 and ending on August 7, 2004. The State shall have no obligation for services rendered by the Contractor which are not performed within the specified period.
- B.2. Term Extension. The State reserves the right to extend this Contract, in increments of up to one (1) year each, not to exceed a total Contract term of five (5) years, provided that the State notifies the Contractor in writing of its intention to do so at least thirty (30) days prior to the contract expiration date. An extension of the term of this Contract will be effected through an amendment to the Contract. If the extension of the Contract necessitates additional funding beyond that which was included in the original Contract, the increase in the State's maximum liability will also be effected through an amendment to the Contract and shall be based upon rates provided for in the original contract.

C. PAYMENT TERMS AND CONDITIONS:

- C.1. Maximum Liability. In no event shall the maximum liability of the State under this Contract exceed **[WRITTEN DOLLAR AMOUNT]** (**\$(NUMBER)**). The Service Rates in Sections C.3, C.4, C.5, C.6, and C.7 shall constitute the entire compensation due the Contractor for the Service and all of the Contractor's obligations hereunder regardless of the difficulty, materials or equipment required. The Service Rates include, but are not limited to, all applicable taxes, fees, overheads, and all other direct and indirect costs incurred or to be incurred by the Contractor, except as noted in Section C.8.

The Contractor is not entitled to be paid the maximum liability for any period under the Contract or any extensions of the Contract for work not requested by the State. The maximum liability represents available funds for payment to the Contractor and does not guarantee payment of any such funds to the Contractor under this Contract unless the State requests work and the Contractor performs said work. In which case, the Contractor shall be paid in accordance with the Service Rates detailed in Sections C.3, C.4, C.5, C.6, and C.7. The State is under no obligation to request work from the Contractor in any specific dollar amounts or to request any work at all from the Contractor during any period of this Contract.

- C.2. Compensation Firm. The Service Rates and the Maximum Liability of the State under this Contract are firm for the duration of the Contract and are not subject to escalation for any reason unless amended.
- C.3. Development Phase Milestone Payment Methodology. The Contractor shall be compensated based on the Development Phase Milestone payments herein for units of service authorized by the State in a total amount not to exceed the Contract Maximum Liability established in Section C.1. The Contractor's compensation shall be contingent upon the satisfactory completion of all tasks and deliverables associated with the Development Phase Milestones defined in the RFP and in Section A, Scope of Services. The Contractor shall be compensated based upon the following Payment Amounts:

<u>DEVELOPMENT PHASE MILESTONE</u>	<u>COST BY PHASE</u>	<u>RETAINAGE AMOUNT *</u>	<u>PAYMENT AMOUNT</u>
Design Phase Kick-Off	<b>\$(NUMBER)</b>	<b>\$(NUMBER)</b>	<b>\$(NUMBER)</b>
Design Phase	<b>\$(NUMBER)</b>	<b>\$(NUMBER)</b>	<b>\$(NUMBER)</b>
Construction Phase	<b>\$(NUMBER)</b>	<b>\$(NUMBER)</b>	<b>\$(NUMBER)</b>
Acceptance Test Phase	<b>\$(NUMBER)</b>	<b>\$(NUMBER)</b>	<b>\$(NUMBER)</b>
Implementation Phase	<b>\$(NUMBER)</b>	<b>\$(NUMBER)</b>	<b>\$(NUMBER)</b>

The Contractor shall submit Development Phase Milestone invoices, in form and substance acceptable to the State with all of the necessary supporting documentation, prior to any payment. Such invoices

shall be submitted for completed units of service or project milestones for the amount stipulated in the "Payment Amount" column above. These invoices will be submitted no more often than monthly. Written State approval of the completion of a given Phase Milestone shall be contingent upon the delivery and written State approval of all tasks and deliverables required for that phase.

The State shall deem the Implementation Phase Milestone to be complete when TRUST is fully implemented at the Department of Safety's Metro Center, Foster Avenue, and TRICOR locations, as well as at the five (5) County Clerk Locations identified in Contract Attachment W: Implementation/Configuration Data. The TRUST system so implemented shall be referred to as "Phase I TRUST implementation."

**\* Twenty percent (20%) of the "Cost by Phase" for each Development Phase will be withheld until the State's written acceptance of the Phase I TRUST implementation.** Upon final written approval of the Phase I Implementation by the State (including the complete implementation of the five (5) County Clerk sites), one-half (1/2) of the accumulated retained funds, including one-half (1/2) of the funds retained for the Implementation Phase, will be paid. Upon completion and final written approval of the Project Closure effort, the remaining one-half (1/2) of the accumulated retained funds will be paid.

Regarding compensation for the five Phase I County Clerk implementations, the State will compensate the Contractor separately for the County Clerk implementations in accordance with, and at the Payment Amounts stipulated in, Contract Section C.4 below. The compensation for the five Phase I County Clerk implementations shall be made upon the State's written acceptance of the Phase I TRUST Implementation as defined above.

C.4. County Clerk Implementation Payment Methodology. The Contractor shall be compensated based on the County Clerk Implementation Site Milestone payments herein for units of service authorized by the State in a total amount not to exceed the Contract Maximum Liability established in Section C.1. The Contractor's compensation shall be contingent upon the satisfactory completion of all tasks and deliverables associated with implementing each County Clerk implementation site, as defined in the RFP and in Section A, Scope of Services. The Contractor shall be compensated based upon the following Payment Amounts:

<u>COUNTY CLERK IMPLEMENTATION SITE MILESTONE</u>	<u>PAYMENT AMOUNT</u>
Anderson (Main Office + 1 Satellite)	\$(NUMBER)
Bedford	\$(NUMBER)
Benton	\$(NUMBER)
Bledsoe	\$(NUMBER)
Blount (Main Office + 3 Satellites)	\$(NUMBER)
Bradley	\$(NUMBER)
Campbell (Main Office + 1 Satellite)	\$(NUMBER)
Cannon	\$(NUMBER)
Carroll	\$(NUMBER)
Carter	\$(NUMBER)
Cheatham (Main Office + 2 Satellites)	\$(NUMBER)
Chester	\$(NUMBER)



<b><u>COUNTY CLERK IMPLEMENTATION SITE MILESTONE</u></b>	<b><u>PAYMENT AMOUNT</u></b>
Claiborne	\$[NUMBER]
Clay	\$[NUMBER]
Cocke	\$[NUMBER]
Coffee	\$[NUMBER]
Crockett	\$[NUMBER]
Cumberland	\$[NUMBER]
Davidson (Main Office + 5 Satellites)	\$[NUMBER]
Decatur	\$[NUMBER]
Dekalb	\$[NUMBER]
Dickson (Main Office + 1 Satellite)	\$[NUMBER]
Dyer	\$[NUMBER]
Fayette	\$[NUMBER]
Fentress	\$[NUMBER]
Franklin	\$[NUMBER]
Gibson	\$[NUMBER]
Giles	\$[NUMBER]
Grainger	\$[NUMBER]
Greene	\$[NUMBER]
Grundy	\$[NUMBER]
Hamblen	\$[NUMBER]
Hamilton (Main Office + 1 Satellite)	\$[NUMBER]
Hancock (Main Office + 1 Satellite)	\$[NUMBER]
Hardemen	\$[NUMBER]
Hardin	\$[NUMBER]
Hawkins (Main Office + 1 Satellite)	\$[NUMBER]
Haywood	\$[NUMBER]
Henderson (Main Office + 1 Satellite)	\$[NUMBER]
Henry (Main Office + 1 Satellite)	\$[NUMBER]
Hickman	\$[NUMBER]
Houston	\$[NUMBER]
Humphreys	\$[NUMBER]
Jackson	\$[NUMBER]
Jefferson	\$[NUMBER]
Johnson	\$[NUMBER]

<b><u>COUNTY CLERK IMPLEMENTATION SITE MILESTONE</u></b>	<b><u>PAYMENT AMOUNT</u></b>
Knox (Main Office + 5 Satellites)	\$[NUMBER]
Lake	\$[NUMBER]
Lauderdale	\$[NUMBER]
Lawrence	\$[NUMBER]
Lewis	\$[NUMBER]
Lincoln	\$[NUMBER]
Loudon	\$[NUMBER]
McMinn (Main Office + 1 Satellite)	\$[NUMBER]
McNairy	\$[NUMBER]
Macon	\$[NUMBER]
Madison	\$[NUMBER]
Marion	\$[NUMBER]
Marshall	\$[NUMBER]
Maury	\$[NUMBER]
Meigs	\$[NUMBER]
Monroe (Main Office + 2 Satellites)	\$[NUMBER]
Montgomery (Main Office + 1 Satellite)	\$[NUMBER]
Moore	\$[NUMBER]
Morgan	\$[NUMBER]
Obion	\$[NUMBER]
Overton	\$[NUMBER]
Perry	\$[NUMBER]
Pickett	\$[NUMBER]
Polk (Main Office + 1 Satellite)	\$[NUMBER]
Putnam (Main Office + 2 Satellites)	\$[NUMBER]
Rhea	\$[NUMBER]
Roane	\$[NUMBER]
Robertson (Main Office + 2 Satellites)	\$[NUMBER]
Rutherford (Main Office + 1 Satellite)	\$[NUMBER]
Scott	\$[NUMBER]
Sequatchie	\$[NUMBER]
Sevier (Main Office + 2 Satellites)	\$[NUMBER]
Shelby (Main Office + 9 Satellites)	\$[NUMBER]
Smith	\$[NUMBER]

<b><u>COUNTY CLERK IMPLEMENTATION SITE MILESTONE</u></b>	<b><u>PAYMENT AMOUNT</u></b>
Stewart	\$[NUMBER]
Sullivan (Main Office + 2 Satellites)	\$[NUMBER]
Sumner (Main Office + 2 Satellites)	\$[NUMBER]
Tipton (Main Office + 2 Satellites)	\$[NUMBER]
Trousdale	\$[NUMBER]
Unicoi	\$[NUMBER]
Union	\$[NUMBER]
Van Buren	\$[NUMBER]
Warren	\$[NUMBER]
Washington (Main Office + 1 Satellite)	\$[NUMBER]
Wayne	\$[NUMBER]
Weakley	\$[NUMBER]
White	\$[NUMBER]
Williamson	\$[NUMBER]
Wilson (Main Office + 2 Satellites)	\$[NUMBER]

The Contractor shall submit County Clerk Implementation Site Milestone invoices, in form and substance acceptable to the State with all of the necessary supporting documentation, prior to any payment. Such invoices shall be submitted for completed units of service or project milestones for the amount stipulated in the "Payment Amount" column above. The Payment Amounts shall include all costs for travel and incidentals. These invoices will be submitted no more often than monthly. Written State approval of the completion of a given County Clerk Implementation Site Milestone shall be contingent upon the completion of all Contractor tasks and the delivery and written State approval of all deliverables required for that implementation site.

- C.5. Line Item Hardware/Software Payment Methodology. Upon delivery of Line Item Hardware/Software as described in Section A of this Contract, the Contractor shall submit an invoice for each item delivered, in form and substance acceptable to the State and with all of the necessary supporting documentation, prior to any payment. The Contractor shall be compensated for each item based upon the following Line Item Costs:

<b><u>HARDWARE/SOFTWARE ITEM</u></b>	<b><u>QUANTITY</u></b>	<b><u>LINE ITEM COST</u></b>
Counter Position Workstation	Each	\$[NUMBER]
Back-Office Workstation	Each	\$[NUMBER]
Reflective Paper Decal Capable Printer	Each	\$[NUMBER]
Imaging Hardware/Software Components:		
Imaging User License -- Per Seat (search, retrieve, view, print, etc.)	Each	\$[NUMBER]
Imaging Indexing License -- Per Seat	Each	\$[NUMBER]
Imaging Verifier License -- Per Seat	Each	\$[NUMBER]
Low Volume Scanner, 25-40 PPM	Each	\$[NUMBER]
Low Volume Scan Driver	Each	\$[NUMBER]
Medium Volume Scanner, 41-60 PPM	Each	\$[NUMBER]
Medium Volume Scan Driver	Each	\$[NUMBER]
High Volume Scanner, 61-90 PPM	Each	\$[NUMBER]
High Volume Scan Driver	Each	\$[NUMBER]

The "Line Item Hardware/Software" costs above include all costs for any incidental items necessary to install the components in question and make them operational in the State's environment; for example, cables, adapters, connectors, attachments, cards, consumables (such as light bulbs), etc.

- C.6. Change Order Payment Methodology, Hourly Rate, and Maximum Cumulative Amount. The Contractor shall be compensated based on the Payment Rates herein for units of service authorized by the State in a total amount not to exceed the Contract Maximum Liability established in Section C.1. The Contractor shall be compensated based upon the following Payment Rates:

<b><u>SERVICE</u></b>	<b><u>PAYMENT RATE PER HOUR</u></b>
<b>Change Order Work</b>	<b>\$[NUMBER]</b>

The Contractor shall not be compensated for travel time to the primary location of service provision.

Invoices for change orders may be submitted upon the State's signed acceptance of the change. Such invoices shall, at a minimum, include documentation of the State's approval for the change order work to be undertaken, the name of the individual(s) that worked on the change order, the individuals' job title, the number of hours required to complete the change order work, the Change Order Hourly Rate, and the total compensation due the Contractor for the change order in question. Payments for approved Change Orders will be authorized to a cumulative cost not to exceed \$[NUMBER].

- C.7. Application Support Payment Methodology. The Contractor shall be compensated based on the Payment Rates herein for units of service authorized by the State in a total amount not to exceed the Contract Maximum Liability established in Section C.1. The Contractor shall be compensated based upon the following Payment Rates:

<u>SERVICE</u>	<u>PAYMENT RATE PER HOUR</u>			
	<u>YEAR 1</u>	<u>YEAR 2</u>	<u>YEAR 3</u>	<u>YEAR 4</u>
<b>Installation/Desktop Support</b>	\$(NUMBER)	\$(NUMBER)	\$(NUMBER)	\$(NUMBER)
<b>Training</b>	\$(NUMBER)	\$(NUMBER)	\$(NUMBER)	\$(NUMBER)
<b>Development/Other</b>	\$(NUMBER)	\$(NUMBER)	\$(NUMBER)	\$(NUMBER)

Year 1 of Application Support Services shall begin upon the State's written acceptance of the Acceptance Test Phase, listed in Contract Section C.3. If the State decides to invoke additional years of Application support services beyond Year 1, the Unit Rates for Years 2, 3, and 4 take effect on the anniversary of the date that Year 1 of the Application Support services began. The years associated with the Unit Rates in this Section refer to the year in which the work was actually performed, and the Contractor shall bill accordingly.

The Contractor shall not be compensated for travel time to the primary location of service provision.

The Contractor shall submit invoices for completed work, in form and substance acceptable to the State, with all of the necessary supporting documentation, prior to any payment. Such invoices shall, at a minimum, include a copy of the Application Support request, signed by the State, the name of each individual, the individual's job title, the Application Support service category provided (see table above), the number of hours worked during the period, the hourly rate, the total compensation requested for the individual, and the total amount due the Contractor for the period invoiced. Application Support invoices may be submitted no more often than monthly.

- C.8. Travel Compensation. With regard to Travel, the following provisions shall apply:
- C.8.a. The "Official Station," which is defined as the location at which Contractor personnel shall perform the major portion of their duties, will be Nashville, Tennessee.
- C.8.b. Neither the Contractor, its personnel, nor its agents shall be eligible for reimbursements for any travel expenses related to work performed at the Official Station. This includes, but is not limited to, travel to and from the Official Station, and food and lodging therein.
- C.8.c. In some cases, at the State's request and with prior written approval, Contractor personnel may be required to travel and work away from the Official Station. Such travel expenses shall be reimbursed in accordance with the *State Comprehensive Travel Regulations* as they are amended from time to time (see <http://www.state.tn.us/finance/act/policy.html>).
- C.8.d. Compensation to the Contractor for State-authorized travel, meals or lodging shall be subject to amounts and limitations specified in the *State Comprehensive Travel Regulations*, as they are amended from time to time. This amount shall not exceed \$(NUMBER) during the period of this contract.
- C.9. Payment of Invoice. The payment of the invoice by the State shall not prejudice the State's right to object to or question any invoice or matter in relation thereto. Such payment by the State shall neither be construed as acceptance of any part of the work or service provided nor as an approval of any of the amounts invoiced therein.

- C.10. Invoice Reductions. The Contractor's invoice shall be subject to reduction for amounts included in any invoice or payment theretofore made which are determined by the State, on the basis of audits conducted in accordance with the terms of this contract, not to constitute proper remuneration for compensable services.
- C.11. Deductions. The State reserves the right to deduct from amounts which are or shall become due and payable to the Contractor under this or any contract between the Contractor and the State of Tennessee any amounts which are or shall become due and payable to the State of Tennessee by the Contractor.
- C.12. Automatic Deposits. The Contractor shall complete and sign an "Authorization Agreement for Automatic Deposit (ACH Credits) Form." This form shall be provided to the Contractor by the State. Once this form has been completed and submitted to the State by the Contractor all payments to the Contractor, under this or any other contract the Contractor has with the State of Tennessee shall be made by Automated Clearing House (ACH). The Contractor shall not invoice the State for services until the Contractor has completed this form and submitted it to the State.
- D. STANDARD TERMS AND CONDITIONS:
- D.1. Required Approvals. The State is not bound by this Contract until it is approved by the appropriate State officials in accordance with applicable Tennessee State laws and regulations.
- D.2. Modification and Amendment. This Contract may be modified only by a written amendment executed by all parties hereto and approved by the appropriate Tennessee State officials in accordance with applicable Tennessee State laws and regulations.
- D.3. Termination for Convenience. The State may terminate this Contract without cause for any reason. Said termination shall not be deemed a Breach of Contract by the State. The State shall give the Contractor at least thirty (30) days written notice before the effective termination date.
- D.3.a. The Contractor shall be entitled to receive compensation for satisfactory, authorized service completed as of the termination date, but in no event shall the State be liable to the Contractor for compensation for any service which has not been rendered.
- D.3.b. Upon such termination, the Contractor shall have no right to any actual general, special, incidental, consequential, or any other damages whatsoever of any description or amount.
- D.4. Termination for Cause. If the Contractor fails to properly perform its obligations under this Contract in a timely or proper manner, or if the Contractor violates any terms of this Contract, the State shall have the right to immediately terminate the Contract and withhold payments in excess of fair compensation for completed services. Notwithstanding the above, the Contractor shall not be relieved of liability to the State for damages sustained by virtue of any breach of this Contract by the Contractor.
- D.5. Subcontracting. The Contractor shall not assign this Contract or enter into a subcontract for any of the services performed under this Contract without obtaining the prior written approval of the State. If such subcontracts are approved by the State, they shall contain, at a minimum, sections of this Contract pertaining to "Conflicts of Interest" and "Nondiscrimination" (sections D.6. and D.7.).
- Notwithstanding any use of approved subcontractors, the Contractor shall be the prime contractor and shall be responsible for all work performed.
- D.6. Conflicts of Interest. The Contractor warrants that no part of the total Contract Amount shall be paid directly or indirectly to an employee or official of the State of Tennessee as wages, compensation, or

gifts in exchange for acting as an officer, agent, employee, subcontractor, or consultant to the Contractor in connection with any work contemplated or performed relative to this Contract.

- D.7. Nondiscrimination. The Contractor hereby agrees, warrants, and assures that no person shall be excluded from participation in, be denied benefits of, or be otherwise subjected to discrimination in the performance of this Contract or in the employment practices of the Contractor on the grounds of disability, age, race, color, religion, sex, national origin, or any other classification protected by Federal, Tennessee State constitutional, or statutory law. The Contractor shall, upon request, show proof of such nondiscrimination and shall post in conspicuous places, available to all employees and applicants, notices of nondiscrimination.
- D.8. Records. The Contractor shall maintain documentation for all charges against the State under this Contract. The books, records, and documents of the Contractor, insofar as they relate to work performed or money received under this contract, shall be maintained for a period of three (3) full years from the date of the final payment and shall be subject to audit at any reasonable time and upon reasonable notice by the State, the Comptroller of the Treasury, or their duly appointed representatives. The financial statements shall be prepared in accordance with generally accepted accounting principles.
- D.9. Monitoring. The Contractor's activities conducted and records maintained pursuant to this Contract shall be subject to monitoring and evaluation by the State, the Comptroller of the Treasury, or their duly appointed representatives.
- D.10. Progress Reports. The Contractor shall submit brief, periodic, progress reports to the State as requested.
- D.11. Strict Performance. Failure by any party to this Contract to insist in any one or more cases upon the strict performance of any of the terms, covenants, conditions, or provisions of this Contract shall not be construed as a waiver or relinquishment of any such term, covenant, condition, or provision. No term or condition of this Contract shall be held to be waived, modified, or deleted except by a written amendment signed by the parties hereto.
- D.12. Independent Contractor. The parties hereto, in the performance of this Contract, shall not act as employees, partners, joint venturers, or associates of one another. It is expressly acknowledged by the parties hereto that such parties are independent contracting entities and that nothing in this Contract shall be construed to create an employer/employee relationship or to allow either to exercise control or direction over the manner or method by which the other transacts its business affairs or provides its usual services. The employees or agents of one party shall not be deemed or construed to be the employees or agents of the other party for any purpose whatsoever.
- The Contractor, being an independent contractor and not an employee of the State, agrees to carry adequate public liability and other appropriate forms of insurance, including adequate public liability and other appropriate forms of insurance on the Contractor's employees, and to pay all applicable taxes incident to this Contract.
- D.13. State Liability. The State shall have no liability except as specifically provided in this Contract.
- D.14. Force Majeure. The obligations of the parties to this contract are subject to prevention by causes beyond the parties' control that could not be avoided by the exercise of due care including, but not limited to, acts of God, riots, wars, strikes, epidemics or any other similar cause.
- D.15. State and Federal Compliance. The Contractor shall comply with all applicable State and Federal laws and regulations in the performance of this Contract.

- D.16. Governing Law. This Contract shall be governed by and construed in accordance with the laws of the State of Tennessee. The Contractor agrees that it will be subject to the exclusive jurisdiction of the courts of the State of Tennessee in actions that may arise under this Contract. The Contractor acknowledges and agrees that any rights or claims against the State of Tennessee or its employees hereunder, and any remedies arising therefrom, shall be subject to and limited to those rights and remedies, if any, available under *Tennessee Code Annotated*, Sections 9-8-101 through 9-8-407.
- D.17. Completeness. This Contract is complete and contains the entire understanding between the parties relating to the subject matter contained herein, including all the terms and conditions of the parties' agreement. This Contract supersedes any and all prior understandings, representations, negotiations, and agreements between the parties relating hereto, whether written or oral.
- D.18. Severability. If any terms and conditions of this Contract are held to be invalid or unenforceable as a matter of law, the other terms and conditions hereof shall not be affected thereby and shall remain in full force and effect. To this end, the terms and conditions of this Contract are declared severable.
- D.19. Headings. Section headings of this Contract are for reference purposes only and shall not be construed as part of this Contract.

E. SPECIAL TERMS AND CONDITIONS:

- E.1. Conflicting Terms and Conditions. Should any of these special terms and conditions conflict with any other terms and conditions of this Contract, these special terms and conditions shall control.
- E.2. Communications and Contacts. All instructions, notices, consents, demands, or other communications required or contemplated by this Contract shall be in writing and shall be made by facsimile transmission, by overnight courier service, or by first class mail, postage prepaid, addressed to the respective party at the appropriate facsimile number or address as set forth below or to such other party, facsimile number, or address as may be hereafter specified by written notice.

The State:

Bill Ezell, Director, Systems Development and Support  
Department of Finance and Administration  
312 8<sup>th</sup> Avenue North, 18<sup>th</sup> Floor  
Nashville, TN 37243-1510  
Tele: (615) 741-5077  
Fax: (615) 741-4589

The Contractor:

[NAME AND TITLE OF CONTRACTOR CONTACT PERSON]  
[NAME OF CONTRACTOR]  
[ADDRESS]  
[TELEPHONE NUMBER]  
[FACSIMILE NUMBER]

All instructions, notices, consents, demands, or other communications shall be considered effectively given as of the day of delivery; as of the date specified for overnight courier service delivery; as of three (3) business days after the date of mailing; or on the day the facsimile transmission is received mechanically by the telefax machine at the receiving location and receipt is verbally confirmed by the sender if prior to 4:30 p.m. CT. Any communication by facsimile transmission shall also be sent by United States mail on the same date of the facsimile transmission.

- E.3. Subject to Funds Availability. The Contract is subject to the appropriation and availability of State and/or Federal funds. In the event that the funds are not appropriated or are otherwise unavailable, the State reserves the right to terminate the Contract upon written notice to the Contractor. Said



termination shall not be deemed a breach of Contract by the State. Upon receipt of the written notice, the Contractor shall cease all work associated with the Contract. Should such an event occur, the Contractor shall be entitled to compensation for all satisfactory and authorized services completed as of the termination date. Upon such termination, the Contractor shall have no right to recover from the State any actual, general, special, incidental, consequential, or any other damages whatsoever of any description or amount.

E.4. Breach. A party shall be deemed to have breached the Contract if any of the following occurs:

- I) failure to perform in accordance with any term or provision of the Contract;
- II) partial performance of any term or provision of the Contract;
- III) any act prohibited or restricted by the Contract, or
- IV) violation of any warranty.

For purposes of this contract, items I through IV shall hereinafter be referred to as a "Breach."

E.4.a. Contractor Breach— In event of a Breach by Contractor, the state shall have available the following remedies as described further herein:

E.4.a.i. Actual Damages and any other remedy available at law or equity;

E.4.a.ii. Partial Default

E.4.a.ii.(1) In the event the State declares a Partial Default, the State shall provide written notice to the Contractor of the following:

E.4.a.ii.(1)(a) The date on which Contractor shall terminate providing the service associated with the Breach; and

E.4.a.ii.(1)(b) The date the State will begin to provide the service associated with the Breach.

E.4.a.ii.(2) The State may revise the time periods contained in the notice written to the Contractor.

E.4.a.ii.(3) In the event the State declares a Partial Default, the State may withhold, together with any other damages associated with the Breach, from the amounts due the Contractor the greater of:

E.4.a.ii.(3)(a) amounts which would be paid the Contractor to provide the defaulted service as provided in Section E.4.a.ii.(4) below; or

E.4.a.ii.(3)(b) the cost to the State of providing the defaulted service, whether said service is provided by the State or a third party.

E.4.a.ii.(4) To determine the amount the Contractor is being paid for any particular service, the State shall be entitled to receive within five (5) days any requested material from Contractor. The State shall make the final and binding determination of said amount.

E.4.a.ii.(5) Upon Partial Default, the Contractor shall have no right to recover from the State any actual, general, special, incidental, consequential, or any other damages whatsoever of any description or amount.

E.4.a.ii.(6) Contractor agrees to cooperate fully with the State in the event a Partial Default is taken.

E.4.a.iii. Termination of the Contract — In the event of a Breach by Contractor, the State may terminate the Contract immediately or in stages.

E.4.a.iii.(1) The Contractor shall be notified of the termination in writing by the State. Said notice shall hereinafter be referred to as Termination Notice.

- E.4.a.iii.(2) The Termination Notice may specify either that the termination is to be effective immediately, on a date certain in the future, or that the Contractor shall cease operations under this Contract in stages.
- E.4.a.iii.(3) Contractor agrees to cooperate with the State in the event of a termination, Partial Default or Partial Takeover.
- E.4.a.iii.(4) In the event of a termination, the State may withhold any amounts which may be due Contractor without waiver of any other remedy or damages available to the State at law or at equity.
- E.4.a.iii.(5) In the event of a termination, the Contractor shall be liable to the State for any and all damages incurred by the State and any and all expenses incurred by the State which exceed the amount the State would have paid the Contractor under this Contract.
- E.4.b. State Breach— In the event of a Breach of contract by the State, the Contractor shall notify the State in writing within thirty (30) days of any Breach of contract by the State. Said notice shall contain a description of the Breach.
- E.4.b.i. Failure by the Contractor to provide the written notice described in section E.4.b. shall operate as an absolute waiver by the Contractor of the State's Breach.
- E.4.b.ii. In no event shall any Breach on the part of the State excuse the Contractor from full performance under this Contract.
- E.4.b.iii. In the event of Breach by the State, the Contractor may avail itself of any remedy at law in the forum with appropriate jurisdiction; provided, however, failure by the Contractor to give the State written notice and opportunity to cure as described in section E.4.b. operates as a waiver of the State's Breach.
- E.4.b.iv. Failure by the Contractor to file a claim before the appropriate forum in Tennessee with jurisdiction to hear such claim within one (1) year of the notice described in section E.4.b. shall operate as a waiver of said claim in its entirety. It is agreed by the parties this provision establishes a contractual period of limitations for any claim brought by the Contractor.
- E.5. Partial Takeover. The State may, at its convenience and without cause, exercise a partial takeover of any service which the Contractor is obligated to perform under this Contract, including but not limited to any service which is the subject of a subcontract between Contractor and a third party, although the Contractor is not in Breach (hereinafter referred to as "Partial Takeover"). Said Partial Takeover shall not be deemed a Breach of Contract by the State.
- E.5.a. Contractor shall be given at least thirty (30) days prior written notice of said Partial Takeover with said notice to specify the area(s) of service the State will assume and the date of said assumption.
- E.5.b. Any Partial Takeover by the State shall not alter in any way Contractor's other obligations under this Contract.
- E.5.c. The State may withhold from amounts due the Contractor the amount the Contractor would have been paid to deliver the service as determined by the State. The amounts shall be withheld effective as of the date the State assumes the service.
- E.5.d. Upon Partial Takeover, the Contractor shall have no right to recover from the State any actual, general, special, incidental, consequential, or any other damages whatsoever of any description or amount.
- E.6. State Ownership of Work Products. The State shall have all ownership right, title, and interest, including ownership of copyright, in all work products, including application source code, created, designed, or developed for the State under this Contract. The State shall have royalty-free, exclusive, and unlimited rights to use, disclose, reproduce, or publish, for any purpose whatsoever, all said work

products. The Contractor shall furnish such information and data upon request of the State, in accordance with the Contract and applicable State law.

- E.7. Performance Bond. Upon approval of the Contract by all appropriate State officials in accordance with applicable State laws and regulations, the Contractor shall furnish a performance bond in the amount equal to One Million Five Hundred Thousand Dollars (\$1,500,000), guaranteeing full and faithful performance of all undertakings and obligations under this Contract for the initial Contract term and all extensions thereof. The bond shall be in the manner and form prescribed by the State and must be issued through a company licensed to issue such a bond in the State of Tennessee.

The Contractor shall obtain the required performance bond in form and substance acceptable to the State and provide it to the State no later than August 22, 2001. Failure to provide the performance bond prior to the deadline as required shall result in contract termination.

In lieu of a performance bond, an irrevocable letter of credit may be substituted as a surety deposit. The substitution of a performance bond with a surety deposit, as well as the form and substance of such a surety deposit, must be approved by the State prior to its submittal and may be rejected by the State at its sole discretion.

- E.8. State Furnished Property. The Contractor shall be responsible for the correct use, maintenance, and protection of all articles of nonexpendable, tangible, personal property furnished by the State for the Contractor's temporary use under this Contract. Upon termination of this Contract, all property furnished shall be returned to the State in good order and condition as when received, reasonable use and wear thereof excepted. Should the property be destroyed, lost, or stolen, the Contractor shall be responsible to the State for the residual value of the property at the time of loss.

- E.9. Incorporation of Additional Documents. Included in this Contract by reference are the following documents:

- I) The Contract document and its Attachments
- II) The Request for Proposal, its Attachments, and its associated amendments
- III) All Clarifications and addenda made to the Contractor's Proposal
- IV) The Contractor's Proposal

In the event of a discrepancy or ambiguity regarding the Contractor's duties, responsibilities, and performance under this Contract, these documents shall govern in order of precedence detailed above.

- E.10. Workpapers Subject to Review. The Contractor shall make all audit, accounting, or financial analysis workpapers, notes, and other documentation available for review by the Comptroller of the Treasury or his representatives, upon request, during normal working hours either while the analysis is in progress or subsequent to the completion of this Contract.

- E.11. Lobbying. The Contractor certifies, to the best of its knowledge and belief, that:

No federally appropriated funds have been paid or will be paid, by or on behalf of the Contractor, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress in connection with the awarding of any federal contract, the making of any federal grant, the making of any federal loan, and entering into any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.

If any funds other than federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this contract, grant, loan, or cooperative agreement, the Contractor shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

The Contractor shall require that the language of this certification be included in the award documents for all sub-awards at all tiers (including sub-grants, subcontracts, and contracts under grants, loans, and cooperative agreements) and that all sub-recipients of federally appropriated funds shall certify and disclose accordingly.

- E.12. Prohibited Advertising. The Contractor shall not refer to this Contract or the Contractor's relationship with the State hereunder in commercial advertising in such a manner as to state or imply that the Contractor or the Contractor's services are endorsed.

- E.13. Confidentiality of Records. Strict standards of confidentiality of records shall be maintained in accordance with the law. All material and information provided to the Contractor by the State or acquired by the Contractor on behalf of the State whether verbal, written, magnetic tape, cards or otherwise shall be regarded as confidential information in accordance with the provisions of State law and ethical standards and shall not be disclosed, and all necessary steps shall be taken by the Contractor to safeguard the confidentiality of such material or information in conformance with State law and ethical standards.

The Contractor will be deemed to have satisfied its obligations under this section by exercising the same level of care to preserve the confidentiality of the State's information as the Contractor exercises to protect its own confidential information so long as such standard of care does not violate the applicable provisions of the first paragraph of this section.

The Contractor's obligations under this section do not apply to information in the public domain; entering the public domain but not from a breach by the Contractor of this Contract; previously possessed by the Contractor without written obligations to the State to protect it; acquired by the Contractor without written restrictions against disclosure from a third party which, to the Contractor's knowledge, is free to disclose the information; independently developed by the Contractor without the use of the State's information; or, disclosed by the State to others without restrictions against disclosure.

It is expressly understood and agreed the obligations set forth in this section shall survive the termination of this Contract.

- E.14. Copyrights and Patents. The Contractor agrees to indemnify and hold harmless the State of Tennessee as well as its officers, agents, and employees from and against any and all claims or suits which may be brought against the State for infringement of any laws regarding patents or copyrights which may arise from the Contractor's performance of this Contract. In any such action brought against the State, the Contractor shall satisfy and indemnify the State for the amount of any final judgment for infringement. The Contractor further agrees it shall be liable for the reasonable fees of attorneys for the State in the event such service is necessitated to enforce the terms of this Contract or otherwise enforce the obligations of the Contractor to the State. The State shall give the Contractor written notice of any such claim or suit and full right and opportunity to conduct the Contractor's own defense thereof.

- E.15. Insurance. Upon approval of the Contract by all appropriate State officials, the Contractor must provide a copy of a valid certificate of insurance, from an insurer licensed to do business in Tennessee, indicating liability insurance in the amount of at least One Million Dollars (\$1,000,000).

- E.16. Additional Conflict of Interest Provision. The Contractor covenants that it presently has no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of its services hereunder. The Contractor further covenants that in the performance of the Contract no person having any such known interests shall be employed.

- E.17. Unfair Advantage on Subsequent RFPs Prohibited. If the Contractor, through any of its employees provided under this Contract, is involved in assisting the State in the development, formulation, and/or

drafting of an RFP or ITB for the State, the Contractor cannot submit proposals in response to that RFP or ITB.

E.18. Personnel-Related Provisions.

E.18.a. The State reserves the right to evaluate all personnel proposed to perform services under this Contract. The Contractor shall provide, at the State's request and in a timely fashion, resumes, contact references, and/or any other supporting documentation necessary to allow the State to evaluate the individuals' qualifications.

E.18.b. The State shall be the sole judge of the Contractor's personnel performance. The Contractor agrees to remove and replace at the Contractor's expense, personnel judged by the State as not making substantial contributions to the Projects to which Contractor's personnel are assigned. The Contractor agrees not to charge the State for services performed which the State designates as being unacceptable.

E.18.c. The State will name "Core Team" personnel, in writing, for the TRUST project. No redeployment of any of the Core Team personnel may be made by the Contractor without prior written consent of the State. Replacement of such personnel, if approved, shall be with personnel of equal or greater abilities and qualifications. If approval of replacement is given, no amendment of the Contract will be required to effect this change.

E.18.d. The Contractor shall not solicit State employees in State facilities or during State work hours for the purpose of employment. State work hours are defined as 8:00 a.m. to 4:30 p.m., CT, Monday through Friday, including overtime.

E.18.e. No official or employee of the State and no other public official of the State of Tennessee who exercises any functions or responsibilities in the review or approval of the undertaking or carrying out of this Contract shall, prior to the completion of this Contract, voluntarily acquire any personal interest, direct or indirect, in this Contract.

E.18.f. The Contractor may not use individuals for the TRUST project who are employees of a State agency.

E.19. Year 2000. Notwithstanding any provisions contained in the contract, the contractor warrants that each hardware, commercial or custom software, firmware, and middleware product delivered under this contract ("delivered item") shall be able to accurately process date/time data (including, but not limited to, displaying, calculating, comparing and sequencing) from, into, and between the twentieth and twenty-first centuries, including leap year calculations, when used in accordance with the product documentation provided by the contractor and subject to the following:

- I) In the case of hardware, commercial software, firmware, or middleware, the aforementioned warranty shall apply to the extent that information technology not provided pursuant to this contract, but used in combination with the delivered items, properly exchanges date/time data with it.
- II) Notwithstanding the foregoing, in cases involving any development of new software or system(s) ("custom software"), the contractor further warrants that any contractor-provided data interfaces between delivered items and items or systems not provided pursuant to this contract shall accurately process date/time data, as defined above and further qualified by specific interface requirements; provided that the date/time data is accurate within the items or systems not provided.

In any case, if the contract requires that specific delivered items must perform as a system in accordance with the foregoing warranty, then that warranty shall apply to those delivered products as a system. Nothing in this warranty shall be construed to limit any rights or remedies the State may otherwise have under this contract with respect to defects other than year 2000 performance.

The remedies available to the State under this warranty shall include repair or replacement of any delivered product whose non-compliance is discovered and made known to the contractor in writing within the term of that delivered item's warranty, as expressed elsewhere in this agreement. The contractor shall proceed with repair or replacement immediately upon notification by the State of non-compliance, time being of the essence.

The State of Tennessee, at its sole option, may require the contractor, at any time, to demonstrate that procedures have been established to comply with all the obligations contained herein.

This Section shall constitute the exclusive warranty regarding the Year 2000 and is in lieu of all other Year 2000 warranties, whether express or implied, including the implied warranties of merchantability and fitness for a particular purpose.

- E.20. Year 2000 Hold Harmless. As required by Tennessee Code Annotated, Section 12-4-118, the contractor shall hold harmless and indemnify the State of Tennessee; its officers and employees; and any agency or political subdivision of the State for any breach of contract caused directly or indirectly by the failure of computer software or any device containing a computer processor to accurately or properly recognize, calculate, display, sort or otherwise process dates or times.
- E.21. Hold Harmless. The Contractor agrees to indemnify and hold harmless the State of Tennessee as well as its officers, agents, and employees from and against any and all claims, liabilities, losses, and causes of action which may arise, accrue, or result to any person, firm, corporation, or other entity which may be injured or damaged as a result of acts, omissions, or negligence on the part of the Contractor, its employees, or any person acting for or on its or their behalf relating to this Contract. The Contractor further agrees it shall be liable for the reasonable cost of attorneys for the State in the event such service is necessitated to enforce the terms of this Contract or otherwise enforce the obligations of the Contractor to the State.
- In the event of any such suit or claim, the Contractor shall give the State immediate notice thereof and shall provide all assistance required by the State in the State's defense. The State shall give the Contractor written notice of any such claim or suit, and the Contractor shall have full right and obligation to conduct the Contractor's own defense thereof. Nothing contained herein shall be deemed to accord to the Contractor, through its attorney(s), the right to represent the State of Tennessee in any legal matter, such rights being governed by *Tennessee Code Annotated*, Section 8-6-106.
- E.22. Application Software Package-Related Provisions. If the Contractor's TRUST system solution includes a pre-existing Application Software Package, the following provisions shall apply:
- E.22.a. Perpetual License. Upon the State's written acceptance of the completion of the Implementation Phase, the Contractor shall provide the State with an unlimited, non-exclusive, perpetual, and irrevocable license to use and operate the Application Software Package for the State's business purposes as a part of the TRUST system. Under such perpetual license, the State shall also have the right to extend access to and use of the Application Software Package (as a part of the TRUST system) to other users, including, but not be limited to, County Clerks, automobile dealers, and the general public, consistent with the purposes of TRUST. The Contractor shall not charge the State any additional fees, on-going licensure fees, maintenance fees, or otherwise, for this perpetual license. This provision shall survive the term of this Contract.
- E.22.b. Application Software Package Source Code. The Contractor shall deliver the Application Software Package source code to the State at the same time that it delivers the source code for the remainder of the TRUST system.
- E.23. Tennessee Consolidated Retirement System. The Contractor acknowledges and understands that, subject to statutory exceptions contained in *Tennessee Code Annotated*, Title 8, Chapter 36, Part 8, the law governing the Tennessee Consolidated Retirement System, provides that if a retired member returns to State employment, the member's retirement allowance is suspended during the period of the

employment. Accordingly and notwithstanding any provision of this Contract to the contrary, the Contractor agrees that if it is later determined that the true nature of the working relationship between the Contractor and the State under this Contract is that of “employee/employer” and not that of an independent contractor, the Contractor may be required to repay to the Tennessee Consolidated Retirement System the amount of retirement benefits the Contractor received from the Retirement System during the period of this Contract.

**IN WITNESS WHEREOF:**

**[CONTRACTOR LEGAL ENTITY NAME]:**

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**[NAME AND TITLE]**

**Date**

**DEPARTMENT OF FINANCE AND ADMINISTRATION:**

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**C. Warren Neel, Ph.D., Commissioner**

**Date**

**APPROVED:**

**DEPARTMENT OF FINANCE AND ADMINISTRATION:**

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**C. Warren Neel, Ph.D., Commissioner**

**Date**

**COMPTROLLER OF THE TREASURY:**

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**John G. Morgan, Comptroller of the Treasury**

**Date**



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**Attachment A: Project Approach****1 Software Delivery Strategy**

The Proposer may propose either to develop the TRUST System from "scratch" or to install an existing software application modified to meet the State's needs. In response to this section, the Proposer must clearly indicate its intent and whether or not it is proposing an existing software application as a part of its solution.

Regardless of the delivery strategy the Proposer chooses, the Proposer must include all costs associated with the development, customization, and/or modification of the TRUST System as a part of its Cost Proposal. See RFP Section 5.3, Cost Proposal, for details concerning the Cost Proposal requirements. Do not include Cost Proposal or pricing information in the Technical Proposal response.

Selection of an existing software application will not alter the requirements or deliverables outlined in each phase of the project in this RFP. Software applications with an original production date earlier than 1995 will not be considered.

**2 Proposed Software Applications**

If a software application is proposed as a part of the application solution, the proposal must describe in detail how the application software package will be modified to fit the business functional requirements set forth in this RFP and to fit the State's technical environment.

Since the proposed software is a part of the proposed TRUST solution, the Proposer must include all costs for the software application package, including any perpetual license fees if applicable, in its Cost Proposal response (see RFP Section 5.3, Cost Proposal). However, do not include Cost Proposal or pricing information in the Technical Proposal response.

If an existing application is proposed, the Proposer must provide the following information regarding product history and development plans.

**2.1 Product History**

For the software application proposed, the Proposer must:

- a. Provide the name and version of the package.
- b. Provide by whom and for what purpose the application was originally developed.
- c. Provide the age of the application and a history of significant upgrades. Summarize the enhancements made or defects fixed for each release.
- d. Provide the number of installations that currently use the application. For each installation provide the version number of the package currently installed.
- e. Provide references for at least one customer currently using the application. Include customer name, current address, and telephone number of at least two contacts for this customer. These contacts must have been verified within thirty (30) days prior to the proposal due date.

**2.2 Recommended Installation Procedure**

- a. Describe the media on which the software will be delivered.
- b. Describe the recommended installation procedure.

**2.3 Technical Requirements/Considerations**

- a. Identify the application's programming language(s) and version(s). Identify all volume limitations designed into the application.
- b. Identify the database management system and any other third-party software required for operation or maintenance of the application. Identify any "add-ons," "plug-ins," "components/objects" to plug-ins, etc., required for operation or maintenance of the application. Identify development tools used if licensing such tools is required to facilitate maintenance.

If any such products are required, include all costs for these products for the full term of the Contract in the Product Development Fixed Cost proposal. Do not include Cost Proposal or pricing information in the Technical Proposal response (see RFP Section 5.3, Cost Proposal).

If any of the above software deviates from State standards, this software must conform to the requirements in Sections 4 through 4.1.4 below.

## 2.4 Proposed Software Documentation Samples

Provide a description and samples of documentation that will be supplied with the application. This documentation must include a Users' Manual, Quick Reference Users' Document, Operations Manual, and a Procedure Manual or their nearest equivalent. For descriptions of these documents see Contract Attachment B: Project Management: Sections 3.3.1.9 through 3.3.1.11.

## 3 Proposed Software Product Development Plans

If a software application package is proposed, the Proposer must describe its current plans for the application. Any plans, no matter how tentative, for replacing the software, for selling it to another company, or for terminating it as an active product of the company, must be described. Plans for enhancements to the application also must be described. For each enhancement the Proposer must:

- a. Describe the enhancement.
- b. Describe the impact the enhancement will have on clients.
- c. Provide the scheduled date for the release.
- d. Describe the current status of the release.

## 4 State Standards, Guidelines and Technical Architecture

The system must be able to function in the State's standard architecture environment (see RFP Attachment 9.11: State Standards, Guidelines and Technical Architecture). Furthermore, the Proposer must support the State project technical staff in integrating the software into the State's hardware and software architecture environment. The Proposer should review the above referenced Attachment carefully, familiarizing itself with the State's standards in all areas pertinent to this project.

The State's intent is to minimize the introduction, acquisition, support, and maintenance of non-standard products within the State's Architecture information technology environment. The State will not permit deviation from these State standards in the following "Category/Sub-Category" areas. Any deviation from standards in the following areas will result in rejection of the Proposal:

<u>Category</u>	<u>Sub-Category</u>
Hardware	Network
Hardware	Processor
Software	Application/Database Server Operating System
Software	Communications Protocol
Software	DBMS
Software	Firewall

Software	WEB Server
Software	Postal Verification Certification
Software	Certificate Authority/Public Key Infrastructure
Software	Internet Application Development Tools
Software	System/Data Security

The State will consider deviations from other State application development and support software standards when there is a State business case to do so (see RFP Section 4.1, below). Proposers should note that the State is under no obligation to accept any deviations from any standards. If deviations are proposed that are rejected by the State, the Proposer must be willing to use products that adhere to State standards or have their Proposal ruled non-responsive.

#### 4.1 Proposed Non-Standard Software Products

In response to this section, the Proposer must clearly state whether or not its proposed solution will contain any non-standard software product(s). There are four possible **responses**:

- #1 “No non-standard products are being proposed.”
- #2 “An existing proposed system currently contains non-standard product(s). The Proposer will convert all of the non-standard product(s) to State standards, at no cost to the State.”
- #3 “An existing proposed system currently contains non-standard product(s). The Proposer will not convert any of these products to State standards.
- #4 “An existing proposed system currently contains non-standard product(s). The Proposer will convert some but not all of the non-standard product(s) to State standards, at no cost to the State.”

Choose the appropriate response and list the product(s) to which that response applies.

If the Proposer chooses **response #1**, above, then no response is needed to sections A-4.1.1, A-4.1.2 and A-4.1.3; the Proposer may skip to section A-4.1.4.

In the Proposer chooses **response #2**, then the Proposer will convert all of the non-standard product(s) to State standards. It is understood that all costs for the required conversion(s) will be included in the fixed-price cost proposed. However, the State must assess potential impact of the conversions on the project. The Proposer must respond to sections A-4.1.1 and A-4.1.4.

In the Proposer chooses **response #3**, then the Proposer will not convert any of the non-standard product(s) to State standards. The Proposer must respond to sections A-4.1.2, A-4.1.3 and A-4.1.4.

If the Proposer chooses **response #4**, then the Proposer must respond to sections A-4.1.1, A-4.1.2, A-4.1.3 and A-4.1.4.

Failure to respond completely to sections A-4.1.1, A-4.1.2, A-4.1.3 and A-4.1.4, as described above, may result in rejection of the Proposal.

##### 4.1.1 Impact of Converting Non-Standard Software Products

Proposers who propose to convert non-standard products to State standards must describe any impact that the conversion process will have on this project. The response should address, but not be limited to, the project schedule, vendor staffing, and State technical and personnel resources involvement. Caution: do not include costs of any kind in this response.

##### 4.1.2 Mandatory Requirements for Non-Standard Software Products

Proposers who propose the use of application development and support software product(s) in addition to or in lieu of State standards (responses #3 and #4 above) must meet the following requirements. Proposers must confirm that the following requirements are met:

- a. The product(s) proposed must be currently marketed, and the most recent version/release of the product must have been generally available for twelve (12) months.
- b. The product(s) must be operational in a production environment similar to that specified to meet the requirements of this RFP.
- c. The product(s) must be fully supported by the product manufacturer. At a minimum this support must include the availability of maintenance contracts that provide for product upgrades, onsite support, and 24 x 7 telephone support.
- d. The product(s) must be compatible with the State's hardware, operating system software, network hardware and software, and database management systems technical environment identified for this project.
- e. The product(s) manufacturer must have no stated intent to discontinue upgrades and maintenance of the product.

Any Proposal that uses product(s) not in compliance with the above requirements will be rejected as non-responsive. Compliant Proposals will be evaluated as described below.

#### **4.1.3 Proposed Non-Standard Software Product Information**

For each software product proposed which deviates from State Standards, the Proposer must provide the following information (caution: do not include costs of any kind in the following information):

- a. Product Name
- b. Manufacturer name, address, and phone number
- c. Length of time in business
- d. Age of product, latest version/release, and date of most recent version/release
- e. Product lineage since its introduction (include product name, company name, dates, etc.)
- f. Number of current product users (public and private entities – not individuals)
- g. Describe Proposer support including training, documentation, technical support line, and problem tracking/escalation.
- h. Names, addresses, and phone numbers of two current product users in an application similar to the size, complexity, and technical environment as described in this RFP, for reference contacts.
- i. Proposed version of product, operating system version compatibility, other software compatibility.
- j. Requirements for installing and running product such as compilers, drivers, etc.
- k. Description of product functionality
- l. Explanation of how the product is integrated into the proposed solution including the number of user licenses required in the State's environment, if applicable.
- m. How the State or its agents would use the product for customization, maintenance, adding additional functionality.
- n. How the State would use the product to satisfy business requirements, e.g. ad-hoc query, reporting, etc.

- o. Any other information which would assist the State in evaluating the possible use of the product
- p. Provide a statement regarding the financial strength of manufacturer.
- q. Describe the training necessary for use of the product.

#### **4.1.4 Evaluation of Non-Standard Products**

For this section the only response required from the Proposer is a confirmation that the Proposer understands the evaluation process associated with non-standard products.

For all responsive Proposers, State evaluators will score the "Project Approach" portion of the Technical Proposal. Evaluators will award a five (5) for sections A-4.1.1 through A-4.1.3, to Proposers who propose no non-standard products.

For Proposers who *do* propose non-standard products, the State will base its evaluation scores on the content of the responses to the deviation sections, as well as additional State research of the products proposed. The Proposal responses will be evaluated by a separate Software Deviations evaluation group. The State's research will focus on the impact of introducing the new product(s) into the State's technical environment. The information provided by the Proposer in sections A-4.1.2 through A-4.1.3 will be the basis for the State's research, which will include, but not be limited to: consultation with independent group(s) specializing in information system trends reporting, reference checks with current users, and other such data gathering activities.

The State will also consider the long-term impact of introducing non-standard products into its technical architecture. Factors considered will include, but not be limited to: skill acquisition and retention for support of the product(s), the product(s)' potential future compatibility with the State's changing technical architecture, and the general position of the product(s) in the current information technology environment.

When the Software Deviations evaluation group has completed its work, it will produce a report that will be sent to the Evaluation Team. The Evaluators will base their individual scores on the content of this report.

#### **4.2 Year 2000 Compliance**

All software created, modified, and/or delivered pursuant to this RFP shall be fully "Year 2000 Compliant" in accordance with the Contract and the Department of Finance and Administration's *Standards and Guidelines* memo, Subject: "Year 2000 Compliance Standards for Dates and Applications" (see RFP Attachment 9.12: State Year 2000 (Y2K) Standards).

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**Attachment B: Project Management****1 Introduction**

The State and Contractor will manage the project in accordance with the State's Information Technology Methodology (ITM). Upon receipt of a vendor's Letter of Intent to Propose, the State will provide to that Proposer a web-site and password which will allow the Proposer to access and review the ITM in its entirety. One note with regard to reviewing the ITM on the web-site: in order to conveniently embed "help text" in the ITM documents, the State has used the word processor's "Hidden Text" feature. Therefore the Proposer may want to turn on the Hidden Text feature when viewing ITM documents and templates.

The ITM includes process definitions, guidelines, document deliverable templates, and tools that support two basic categories of processes: **Project Management Processes** and **Product Development Phases**.

The **Project Management Processes** are concerned with organizing and controlling the work of the project, and will extend over one or more Product Development Phases. Throughout the project, the Contractor and the State will produce various Project Management Process deliverables and outputs. Some of these products are specific deliverables that are managed, produced, and maintained by the State or the Contractor, while others are natural work-products arising out of the shared effort of both parties. In sections below, the State specifies each of the required deliverables and the party(ies) responsible for their production.

The **Product Development Phases** are concerned with developing the product that the project is intended to produce. There are sections below that describe in detail the phases and the deliverables/outputs associated with each phase.

In the event of any conflict between the descriptions of activities, responsibilities, and deliverables/outputs contained in the RFP and those contained in the ITM, the RFP will prevail.

**2 Project Management Processes**

The following three sections describe the Contractor, State, and shared responsibilities for producing the deliverables/outputs required for the ITM Project Management Process.

**2.1 Deliverables/Outputs Responsibilities****2.1.1 Contractor Deliverables/Outputs**

During the Project Management Processes, in accordance with the State's ITM, the Contractor is responsible for managing, producing, and maintaining the following Deliverables/Outputs:

- a. Approved/Updated Project Plan
- b. Version Tracking documents
- c. Updated Requirements (Functional, Technical, Quality and Implementation) Baselines
- d. Cost and Schedule Performance Data
- e. Quality Management Plan

**2.1.2 State Deliverables/Outputs**

During the Project Management Processes, in accordance with the State's ITM, the State is responsible for managing, producing, and maintaining the following Deliverables/Outputs:

- a. Proposed Requirements Change Requests
- b. Approved Requirements Change Requests
- c. Quality Assessment Reports
- d. Completed Checklists/Logs
- e. Corrective Action Requests
- f. Phase-End Assessment Report
- g. Phase-End Sign-Off Document.

### **2.1.3 Shared Deliverables/Outputs**

The remaining Project Management Deliverables/Outputs described in the ITM and not mentioned in the preceding two Sections of this attachment are natural by-products of the Project Management Processes and are shared responsibilities of the Contractor and State. Some of these shared responsibilities include:

- a. Action Item Lists
- b. Open Issues Lists
- c. Status Reports
- d. Work Results Evaluations
- e. Recommendation for Acceptance of Deliverables
- f. Project Records
- g. The following Phase and Project Closure Deliverables:
  - 1. Completed Phase Documentation
  - 2. Outstanding Transition Issues Report
  - 3. Product Review
  - 4. Lessons Learned Reports
  - 5. Project Closure Report

Note, however, that the specific deliverables mentioned with regard to the Project Closure effort, as described in this attachment's Section 5 below, are the sole responsibility of the Contractor

## **2.2 Project Schedule**

The Proposer must propose to develop or modify a system that will meet all of the State's technical and business requirements as specified herein. The Proposer must deliver this system, complete and error-free in accordance with the State's specifications, within the timeframe stated in Contract Attachment N: Implementation Schedule.

## **2.3 Project Plan**

The Project Plan (and project plan template) are described in the State's ITM Planning Process section (see the ITM Web site's ITM MODEL, Planning Process). The State developed its Project Plan covering the first two ITM Product Development Phases. Beginning with the Design Phase, the Contractor will assume Project Plan responsibility. The Project Plan currently in use by the State along with the draft project plan submitted as a part of the response to this RFP (see this attachment's section 2.3.1 below) will be reviewed and updated by both the State team and the Contractor during the

Design Phase Kick-off session. Once updated and approved by the State, the resultant Project Plan will be turned over to the Contractor who must maintain it throughout the remainder of the project.

Proposers must provide the following Project Plan content as a part of their proposal to this RFP:

- a. Project team and organization - Description of how the Proposer will organize, deploy, and administer the project team (see this attachment's section 2.8.1 below).
- b. Work plan, which includes the following:
  1. A work breakdown structure of the major phases of the project, accounting for all tasks, deliverables and milestones.
  2. A timetable for each task, deliverable, and milestone.
  3. Tasks, resources and timetables for the design, development, testing and implementation of the portal application.
  4. Tasks, resources and timetables for the testing and implementation of the TRUST System with the Merchant Services' application.
  5. Contractor resource loading by task and role.
  6. A description, by phase, of the number of contractor personnel (including subcontractor personnel, if applicable) to be based at the State furnished project site (see RFP Section 4.3, Location and Work Space).
  7. State resource loading by task and role. Note that any usage of State personnel must be consistent with the description of the available State project team described in this attachment's section 2.8.2 below. (In the "draft Project Plan" submitted in the Proposal, the Proposer is not required to provide information on the use of State resources; however, as the "Preliminary Work Plan" is refined during Design Phase Kick-off, the State expects the Contractor to add this information at this time.)
  8. Critical path with parallel and dependent project tasks.
  9. A summary of total contractor and State hours by phase.

The Work Plan, as described above, must cover the entire project and each phase, and must reflect State staff, tasks, and schedules.

- c. Any assumptions or constraints identified by the Contractor. If there are needs for State staff in addition to those referenced in b.6 above, the Proposer should note this need at this point.
- d. Risks - an explanation of how the schedule provides for the handling of potential and actual problems; this must also include general plans for dealing with the slippage of critical dates.
- e. Communications Plan – the Proposers methods for managing the needs of all project participants for project information (see this attachment's section 2.9 below) for related information.
- f. Requirements Change Control Process – The Proposers method for managing changes (see this attachment's section 2.7.8 below).
- g. Version Control Plan – The Proposers method for controlling the versions of project documentation and deliverables (see this attachment's section 2.7.9 below).

### **2.3.1 Draft Project Plan Required as Part of Proposal**

As a part of its Proposal, the Proposer must submit a draft Project Plan (including a preliminary Work Plan, as described above).



**\* THE PROPOSER MUST PRODUCE THIS DELIVERABLE AS A PART OF THE PROPOSAL.**

This Project Plan must present the Proposer's approach to meeting the milestone dates listed in Contract Attachment N: Implementation Schedule. Once the project is underway, the successful Proposer's Project Plan will be revisited and modified, if necessary, before becoming the basis for subsequent project tasks.

Assuming that tasks and resource loading are realistic, Proposers who propose to complete all work within the State's preferred time schedule will receive higher scores than those that do not propose to meet the schedule. Careful attention will be given to the proposed tasks and resource loading to accomplish the implementation schedule.

### **2.3.2 Required Use of Microsoft Project**

The Contractor must use Microsoft Project version 98 (or later) as the project management tool. The work plan and other pertinent deliverables will be maintained using this tool. Microsoft Project will be available to the Contractor via the agency Information Systems Management (ISM) group's local area network.

### **2.4 Database Support Responsibilities/Deliverables**

In order to keep the data base environment intact and secure, the State will require the participation of three types of personnel: State Office for Information Resources Database Administrator (OIR DBA), Contractor Database Coordinator (DBC), and Contractor Project Manager. The roles and responsibilities of these positions are as follows:

#### **OIR DBA**

OIR DBA project support requirements and schedules must be specified in the project's detailed work plan. The project's work plan will be provided for OIR DBA review and acceptance.

OIR DBA has primary responsibility for the review and approval of logical and physical data models and physical design. (Logical models include the identification and description of entities, attributes, relationships and constraints. Physical models and physical design address tables, access paths, foreign keys and RI, domain integrity, triggers, stored procedures, plans, security, and data placement.) OIR DBA provides data modeling and database design consultation to development projects to fine tune designs. In all instances, OIR DBA is responsible for review and approval of the final models and designs. This is to ensure that State policies and standards are followed, and to ensure that the designs are sound and maintainable. Standards maintained by OIR DBA related to data modeling and physical database design include data attribute naming, standard abbreviations, and object naming. The Contractor must document functions performed by triggers and stored procedures since they may impact recovery procedures.

OIR DBA has primary responsibility for developing and executing production implementation procedures related to database objects, and for implementing a standard database backup and recovery plan for the production database. (This includes migration of database objects including triggers and stored procedures, change management, and implementation of backup/recovery procedures, production utilities and monitoring tasks.) These procedures and this plan will be based on requirements developed by the Contractor during the Design Phase (see Section 3.2.1.4: Develop General and Detailed System Design, below).

#### **Contractor DBC**

As a part of its core project team, the Contractor will provide a primary and a backup Database Coordinator (DBC). The Contractor DBC is the primary agency interface with OIR DBA and works with them for technical support and advice regarding design changes, tuning options, technical issues and standards. Apart from this role, the Contractor DBC may also develop and test the project's stored procedures. (The Contractor DBC tasks may be performed by more than one person on the Contractor's team. However, there should be one primary Contractor DBC that interfaces with the OIR DBA. The Contractor's project manager, working in conjunction with the State's project manager, will ensure that the Contractor DBC functions are coordinated and carried out effectively.)

The Contractor DBC handles routine developer questions related to database functions. The Contractor DBC contacts OIR DBA to obtain additional information and clarification when needed.

The Contractor DBC is responsible for understanding the data and database standards and procedure requirements and ensuring they are adhered to in the day-to-day project activities.

The Contractor DBC has primary responsibility for ensuring that the logical and physical data models are maintained in sync with the physical database definitions. The Contractor DBC has primary responsibility for ensuring that data models, dictionary and Metadata components related to the data are maintained in the manner and location specified by OIR DBA.

The Contractor DBC has the primary responsibility for working with project personnel and OIR DBA to develop and document data migration and load procedures. (This includes data extraction or conversion, data cleansing, replication and interoperability design issues.) The Contractor DBC works with OIR DBA to carryout data conversion and migration to the production environments.

The Contractor DBC is concerned with identifying performance concerns and implementing tuning actions on an ongoing basis during application development. The objectives are to ensure that the application design can meet performance goals and that hardware resources are used efficiently.

The Contractor DBC is responsible for the backup and recovery procedures for the development and test environments. The Contractor DBC may request that OIR DBA provide utilities or schedule and run backups for these environments when appropriate.

The Contractor DBC communicates requirements to the OIR DBA to establish roles/auth-id and to grant the required privileges to the roles/auth-id. The Contractor DBC communicates the requirements to add/remove users from database instances and to identify the application system administrators. (Application system administrators are users assigned to roles/auth-id with appropriate privileges so they can grant/revoke roles/auth-id to users.) In some development and test environments, the Contractor DBC may have privileges to maintain the roles/auth-id and users.

The Contractor DBC has primary responsibility for working with project personnel to collect and document the space requirements (freespace, row counts, growth percent, growth patterns) for allocation of the production tables. Normally this information will be documented in the physical model using Erwin or Data Architect; this provides an easy way to produce space requirements and to reflect the requirements in the physical DDL generated from the models.

### **Contractor Project Manager**

The Contractor Project Manager, working with and through the State's Project Manager, will ensure that any subsequent revisions to the project's detailed work plan (project tasks, due dates and deliverables) that impact OIR DBA tasks are reviewed with OIR DBA. The Contractor must provide a current copy of the project's detailed work plan to OIR DBA throughout the project.

The Contractor Project Manager has the primary responsibility for coordinating the overall project tasks from the Contractor's perspective, including the database support effort for the project, as

described in this document. This includes project planning, scheduling and staffing. The Contractor Project Manager is responsible for ensuring the DBC functions are coordinated and carried out effectively.

### **Database Support Deliverables**

In its management of the project, the contractor must incorporate the tasks identified in this document along with associated deliverables. The project data-related deliverables include, but may not be limited to the following items (note that OIR DBA must review and approve all data-related deliverables):

- a. Configuration and capacity plan
- b. Logical entity relationship diagram (logical data model)
- c. Physical database diagram (physical data model)
- d. Trigger and stored procedure usage documentation
- e. Data requirements definitions
- f. Security requirements definition
- g. Security design document
- h. Production space requirements
- i. Data conversion and migration requirements
- j. Acceptance test procedures (developed by State with Contractor assistance)
- k. Backup and recovery requirements
- l. Production implementation plan and schedule
- m. Production job flow and job dependencies

## **2.5 State Service Portal**

The State has established a State Service Portal to provide a single access point that functions as an interactive information and transaction gateway to improve the way citizens and businesses access state government services and information over the Internet. A contract has been established with a provider of portal services. It is State policy that all Internet services provided to citizens and businesses must go through this portal.

This Portal Contractor is responsible for creating the citizen facing portal applications that will be on the State Service Portal. Citizens and businesses will interact with these portal applications which will accept the information necessary to complete a query or transaction, obtain the financial card authorization for payment if applicable, and format the transactions that will be submitted to State business applications (see Contract Attachment K: General System Requirements, for additional information on the State Service Portal).

2.5.1 The business application will process these transactions, update databases, extract information to respond to queries and pass data back to the portal application for presentation to the citizen or business. To accomplish this, the Contractor for the TRUST system must do the following in the appropriate project phases:

- a. Include tasks and deadlines in the Work Plan related to the integration of the portal application with the TRUST system.

- b. Develop specifications for the interface between the portal application and the TRUST system. These specifications will include, but are not limited to, formats, field definitions, whether data is optional or required, screen headings and field captions.
  - c. Work with the State and the Portal Contractor to thoroughly test the integration of the portal application interface with the TRUST system business application.
- 2.5.2 During all project phase activities, the State Project Manager will be the liaison between the TRUST System Contractor and the Portal Contractor, facilitating the flow of information and the resolution of issues.
- 2.5.3 During the Warranty Period, the TRUST System Administrator will be the liaison between the TRUST System Contractor and the Portal Contractor for the resolution of problems.

## **2.6 Credit Card Acceptance**

The Proposer must utilize the State's Merchant Services Contractor for credit card acceptance, authorization, and the management of refunds, credits, and returns. Credit card transactions must be transmitted to the Merchant Services Contractor via an interface that is certified by the Merchant Services Contractor. The credit card transaction fees established in the Merchant Services Contract will be paid directly to the Merchant Services Contractor by the State. No additional fees will be paid by the State for processing credit cards. All funds collected by credit card will be remitted directly to the State by the Merchant Services Contractor.

### **2.6.1 Merchant Services Contractor Responsibilities**

The State's Merchant Services Contractor is responsible for over-the-counter processing of credit and debit cards; acceptance of credit and logo-type debit cards through the Internet; and may in the future, accept electronic checks and ATM debit cards.

The Merchant Services Contractor authorizes and processes credit card transactions; and settles the transactions to an authorized State Depository bank account as designated by the State. The Merchant Services Contractor is also responsible for invoicing the State for processing fees and providing the necessary reporting for accounting and reconciliation of transactions.

## **2.7 Project Quality Management**

In its proposal, the Proposer must describe its approach for assuring the quality of this project's work. The proposal must demonstrate an understanding of the Contractor's ultimate responsibility for quality and define a comprehensive set of reasonable and effective practices for fulfilling that responsibility. It must address the requirements identified below, at a minimum. It also must demonstrate an understanding of the State oversight activities described below and the Contractor's role in those activities.

### **2.7.1 Quality Management Plan**

The Contractor and State will co-develop a Quality Management Plan for the project as an integral part of the Design Phase Kick-off. The Project Plan must incorporate the Quality Management Plan's defined activities and allocate time and resources to them.

The Quality Management Plan will cover the following topics:

- a. Purpose and scope of the plan, including identifying related project management documents.
- b. Project quality objectives and the metrics needed to assess progress toward those objectives. Each identified metric will be fully defined in terms of:

1. Purpose and expected use.
  2. Definition of data elements used in the metric.
  3. Collection, calculation, and reporting method, schedule, and responsibility.
- c. Standards to be used in the project (these may be references to external documents).
  - d. Quality control activities (those performed by both the Contractor and State).
  - e. Management-level, milestone or payment point review activities.
  - f. Quality assurance activities (see this attachment's section 2.7.3 below).
  - g. Supporting activities, such as problem resolution, change management, and configuration management. Activities defined elsewhere, such as the Requirements Change Control Process and the Version Control Plan (see this attachment's section 2.3, above) should be referenced in this section of the plan.

All activities will be fully described as to method, schedule, and responsibility. Detailed procedures may be included or referenced from a separate document.

The Quality Management Plan must be approved in writing by the State at Design Phase Kick-off. The plan must be maintained throughout the project; maintenance responsibility may be assumed by the State at its discretion.

## **2.7.2 Quality Control**

The Contractor shall perform quality control on its work. It shall inspect or test all deliverables, both documents and software, before submitting them for State review. Quality control of documents shall assure that they are reasonably free from cosmetic errors (spelling, grammar, syntax, etc.), are complete, are accurate, are detailed sufficiently for their intended use, and conform to applicable State standards. Software source code shall be validated by visual inspection. Software executable code shall be tested dynamically to assure that it functions according to its business and technical specifications. Testing shall be performed on each developed or modified software component and on the assembled system. Detailed testing requirements may be found throughout this attachment's Product Development Phases subsections in Section 3 below.

## **2.7.3 Quality Assurance Assessment**

The State will evaluate State and Contractor work process performance periodically throughout the project. The Quality Assurance area in the Department of Finance and Administration Office for Information Resources will conduct independent process assessments and recommend needed actions in writing to project management and higher-level management as needed. These assessments will focus primarily on critical processes identified in the Quality Management Plan, but may address other aspects of the project if needed. The Contractor shall make project records available to State Quality Assurance staff and shall make project staff available for interviews on a limited basis.

## **2.7.4 Executive Management Oversight**

The State will convene a TRUST Project Steering Committee (PSC) to provide executive-level guidance. This committee will be made up of the Project Sponsor and other senior business and technical executives and will evaluate the project at set critical review points. The evaluation will consider information from quality assurance assessments, project management, and technical groups supporting the project such as database administration, technical systems support, and computer operations.

## **2.7.5 State Quality Review**

The State will review deliverables as needed to determine their fitness for use. The State will complete its review and provide review results in writing to the Contractor within twenty (20) calendar days (or less, whenever possible) following the date the Contractor submits the deliverable to the State for review. If the State finds deficiencies in deliverables, it will formally communicate them in writing to the Contractor but will not develop the specific changes that would correct them. The Contractor shall correct all such deficiencies and resubmit corrected deliverables for review (which begins a new twenty-day review cycle). All deliverables must be approved in writing by the State to be considered final.

#### **2.7.6 State Acceptance Testing**

The State will conduct a rigorous acceptance test of the system. State user staff and information system specialists will exercise all functional and technical requirements aspects using State-developed test data to assure that the system meets defined business and technical performance requirements. During this test, the State will identify required modifications and document them through the problem resolution or change management processes (described below in sections 2.7.7 and 2.7.8) as appropriate. The Contractor shall modify the system as required and provide new versions of modified components to the State for testing. The State will notify the Contractor in writing when it determines that the system is acceptable.

#### **2.7.7 Problem Resolution**

The Contractor and State will cooperate to identify and resolve system problems prior to final acceptance of the system. The Contractor shall track reported problems to closure and report their status upon request.

The State will identify problems, determine their criticality, and report them to the Contractor using a standardized written format (see the ITM Web site's ITM MODEL, Implementation Phase, for additional information and Problem Report template). The Contractor shall evaluate each reported problem, estimate the time needed to resolve the problem, identify potential impacts on the system and the project, and report to the State. If the State decides to proceed with the resolution, it will assign a relative priority to the problem. The Contractor shall then resolve the problem according to its assigned priority. Resolutions must be verified and approved in writing by the State to be considered closed.

The State will classify certain problems as "critical" at its sole discretion. The Contractor shall act to resolve critical problems as quickly as possible, bringing to bear all reasonable resources.

The State expects the Contractor to resolve a non-critical problem typically within twenty-one (21) calendar days following the date the State notifies the Contractor to proceed with a proposed resolution. If the Contractor finds it cannot resolve a specific problem within this time frame, it must provide justification for the delay and a proposed new resolution date for State approval within the expected time frame stated above.

The State will not consider accepting TRUST Phase I as successfully completed until it has operated for thirty (30) consecutive days without an error that 1) causes a disruption in service delivery, or 2) fails to correctly update data bases.

The State requires a Warranty Period to begin upon the State's final acceptance of the system as installed at Phase I implementation sites. This attachment's section 4 below, and section 8, *pro forma* Contract, Section A.8, define problem resolution requirements for the Warranty Period.

#### **2.7.8 Change Management**

The State and Contractor will cooperate in managing changes to previously agreed upon functional and technical requirements capabilities. The Contractor shall track the status of in-progress change orders and report to the State upon request.

Requirements Change Requests will be administered using a two-step assessment and approval process as described in the State's IT Methodology. The first step determines the effort required to assess the request. Then, if approved to continue, the second step determines the effort required to implement the request. The Project Steering Committee must approve both steps before a change request is accepted. If the State decides to proceed, it will prioritize the change and authorize the Contractor in writing to perform the work. (See the ITM Web site's ITM MODEL, Execution Process and Controlling Process, for additional change requests information and templates.)

## **2.7.9 Configuration Management**

The Contractor shall manage version releases of all contract deliverables and certain other critical documents as determined by the State ("controlled deliverables"). The State has selected standard configuration management tools for all standard development environments. The configuration management process shall assure that the status of all existing controlled deliverables is known, that only approved versions are released for production use, that prior released versions can be recreated, and that changes are made to released deliverables only when authorized. The final release of each controlled deliverable must reside in a library under State control.

## **2.7.10 Record Keeping**

The Contractor shall maintain up-to-date records on its quality-related activities during the project and make them available to the State upon request. These records shall include documents such as inspection reports, test plans, test results, and metrics required by the Quality Management Plan. Records shall be uniquely identifiable with the subject activity or deliverable (including version), shall include tracking data such as date created, and shall be organized to facilitate researching specific process or deliverable issues.

## **2.7.11 Staffing**

The Contractor's project team will be responsible for performing or supporting the project quality-related activities as described above. The State expects the Contractor to staff the project team appropriately to assure that it can meet these responsibilities in an efficient and effective manner. This will require project team staff with adequate expertise and in adequate number to perform or administer the activities. The State expects the Contractor to staff the following roles:

The **Quality Control Manager** role is responsible for:

- a. Participating in developing the project's Quality Management Plan;
- b. Assuring that Contractor quality control activities are performed and documented;
- c. Assuring that corrections identified through those activities are made;
- d. Assuring that corrections identified by State quality review are made;
- e. Administering the Contractor's process for resolving problem reports;
- f. Collecting and reporting quality metrics for the Contractor's work activities.

The project team member assigned this role must have the managerial authority to change the Contractor's quality control activities as needed to improve their effectiveness.

The **Configuration Manager** role is responsible for:

- g. Administering the project's configuration management process and tool(s);
- h. Administering the Contractor's responsibilities within the project's change management process;
- i. Collecting metrics from these activities as required by the Quality Management Plan.

The project team member assigned this role must have the managerial authority to fulfill the above responsibilities.

In its proposal, the Proposer must describe its projected staffing of these roles for the project. The Proposer must provide a management-level person or persons to perform the Quality Control Management and Configuration Management duties. The Proposer has options in fulfilling these roles, as implied by the bracketed position titles listed in the Contractor Project Team subsection 2.8.1.1 below. The options are as follows:

- j. Provide two individuals, each performing one, and only one, of these roles.
- k. Provide a single individual to perform both of these roles.
- l. Assign these roles to one or more of the "Back-Up" personnel listed in the Contractor Project Team subsection 2.8.1.1 below, to be performed along with the normal duties associated with their position title. Note that if this "shared work" option is invoked, no portion of these responsibilities may be assigned to personnel other than the Back-Up personnel listed below. For example, Quality Control Management duties cannot be assigned to the Project Manager, Lead Analyst, or Database Coordinator; and likewise for Configuration Management.

The individuals performing these duties may be full- or part-time personnel, and they must be on-site at the State's project site.

The Proposer must describe its approach to fulfilling these roles. The State will evaluate the proposed staffing approach for adequacy based on the project's size, complexity, and expected effort to accomplish the quality-related activities outlined in this section. Regardless of the approach the Proposer decides upon, the Proposer must meet all requirements regarding the Contractor Project Team, as stated below.

## **2.8 Project Team Structure**

### **2.8.1 Contractor Project Team**

2.8.1.1 At a minimum, the State requires the Contractor to supply the following Core Team personnel:

One (1) Project Manager  
One (1) Back-up Project Manager  
One (1) Lead Analyst  
One (1) Back-up Lead Analyst  
One (1) Database Coordinator  
One (1) Back-up Database Coordinator  
[One (1) Quality Control Manager (QCM)]  
[One (1) Configuration Manager (CM)]

2.8.1.2 These individuals must be on-site at the state's project site and dedicated full-time (with the exception of QCM and CM, who may be part-time) to the TRUST project. In its Proposal, the Proposer must name these individuals and for each one include a resume describing the individual's title, education,



current position with the Proposer, and employment history. Use the standard resume form in RFP Attachment 9.13: Personnel Resume Format.

2.8.1.3 The Proposer may propose Core Team members in addition to those required above, provided that all requirements of the above paragraph are met.

2.8.1.4 Any substitution of Core Team members shall require written approval by the State. Failure of the Contractor to provide a replacement with equal or greater qualifications may result in contract termination.

2.8.1.5 In addition to the Core Team members described above, the Proposer must propose qualified, highly skilled Project Team Staff. The composition of the Project Team Staff will be at the Contractor's discretion. However, the Contractor must ensure that the Project Team is staffed at a level sufficient to meet all objectives of the TRUST project. While it is not necessary to identify specific individuals for the Project Team Staff as part of the Proposal, the following information must be included for each position:

- a. Role or title;
- b. Job description;
- c. Number of personnel functioning in this role;
- d. Minimum qualifications and experience required.

## 2.8.2 State Project Team

The State will work to assist the Contractor in delivering the system. The State will provide a Project Manager from the Department of Finance and Administration's Office for Information Resources (OIR) and a Project Sponsor from the Department of Safety. These senior managers will lead the project.

The State Project Manager will be responsible for ensuring that the project is in compliance with the contract and satisfies the requirements stated in the RFP. The State Project Manager will consult with the Project Sponsor on a continuing basis in every phase of the project. This joint effort will ensure that the system is properly implemented, supports the requesting agency's defined functional and technical requirements, and is properly documented. A special goal in this partnership will be to ensure that the system is flexible and expandable to accommodate new requirements that may be legislated.

The Project Manager from the State will provide expertise, assistance, and technical leadership in all Departmental matters such as policy, organization and staff, environment, data, information processing, current systems, acceptance testing, and so forth. The State's Project Manager will work closely with the Contractor's Project Manager in day-to-day project activity.

The Contractor will have full responsibility for providing adequate staff to complete the project in the required time frame. The State will assign staff, as described in the Position Table below, to participate with the Contractor's staff in all Project Management Processes and Product Development Phases as outlined in the State's IT Methodology. This integration of staff will expedite the ultimate transition of project responsibility to State staff.

<b>POSITION</b>	<b>Full-Time Equivalent Estimate</b>
<b>Department of Safety business unit staff</b>	
TRUST Project Sponsor	0.25

<b>POSITION</b>	<b>Full-Time Equivalent Estimate</b>
T&R Program Manager (2 at 50%)	1.00
T&R Supervisor (4 at 25%)	1.00
Analyst Team Leader	1.00
System Analyst (3 at 33%)	1.00
Business Analyst (5)	5.00
T&R Help Desk/Trainer (4 at 25%)	1.00
<hr/>	
<b>F&amp;A OIR staff</b>	
Project Manager	1.00
Database Administrator	0.20
Quality Assurance Consultant	0.20

### **2.8.3 Additional State Staff**

The State staff roles, listed above, make up the State project team that will work with the Contractor. Proposers with a need for additional state staff with specific technical qualifications to be assigned this project should indicate their needs as a part of their proposal. At the State's discretion, state personnel may be substituted or added as needed. The State reserves the right to add or remove members of the State's project staff with or without replacement.

## **2.9 General Responsibilities**

This subsection further describes the general responsibilities the State expects the successful Proposer (Contractor) to assume during the project. It also lists the responsibilities the State will assume. Proposers must describe how they would fulfill their responsibilities and indicate their understanding of the State responsibilities.

### **2.9.1 Contractor General Responsibilities**

- 2.9.1.1 The Contractor shall prepare written bi-monthly progress reports and provide such reports to the State's project management team. The progress reports must be in a format approved by the State and include accomplishments, critical issues, personnel utilized and items planned for the next reporting period. Upon request of the State Project Manager, the Contractor shall report more frequently.
- 2.9.1.2 It is expected that the Contractor's Project Manager will have daily interaction with the State Project Manager and will also attend formal meetings with other State groups as determined necessary by the State Project Manager during the course of the project.
- 2.9.1.3 Prior to the commencement of activities for each phase, the Contractor is required to submit a detailed, updated, work plan to the State for approval. The work plan must include a schedule, resource assignments, deliverables, and State staff involvement. The Contractor must obtain State approval of the work plan before commencing work.
- 2.9.1.4 Prior to the commencement of activities for each phase subsequent to the Design Phase Kick-off, the Contractor is required to review all deliverables, assessment, and measurements required during that phase in support of the Quality Management Plan.
- 2.9.1.5 The Contractor must prepare a table of contents and sample page layouts of all deliverables at the beginning of each phase. The State reserves the right to require changes to structure and layouts.
- 2.9.1.6 At the conclusion of each phase, the Contractor must obtain written approval from the State on all deliverables before the phase will be considered completed by the State.

- 2.9.1.7 The Contractor shall perform quality control on all deliverables before submission for State review and maintain records of those activities (see this attachment's sections 2.7.2 and 2.7.10 above).
- 2.9.1.8 The Contractor will provide one hardcopy (at a minimum) and one electronic format (Microsoft Office format) for all deliverables, within each phase of the project as defined by the State.
- 2.9.1.9 The Contractor shall comply with State standards for application development where such standards exist and propose standards for application development tasks when they don't exist, as they pertain to this subject (see RFP Attachment 9.11: State Standards, Guidelines and Technical Architecture).
- 2.9.1.10 Work with the Portal Contractor project team, through the State Project Manager acting as liaison, to ensure that the interface with the portal application is appropriately designed, developed, tested and implemented.
- 2.9.1.11 Work with the State Credit Card project team, through the State Project Manager acting as liaison, to ensure that the credit card interface is appropriately certified, tested, and implemented.
- 2.9.1.12 Assume primary responsibility for the systems integrator role.

## **2.9.2 State General Responsibilities**

- 2.9.2.1 Provide overall project direction and management.
- 2.9.2.2 Establish a Project Steering Committee and conduct quality review meetings (see this attachment's section 2.7.4 above).
- 2.9.2.3 Review and approve all deliverables (see this attachment's section 2.7.5 above).
- 2.9.2.4 Ensure that technical assistance and support are provided in capacity planning, network planning, database and dictionary requirements, and software requirements of any existing (package) or developed system recommendations.
- 2.9.2.5 Establish project organization by meeting with Contractor project management to finalize and document areas of responsibility, personnel reporting relationships and administrative procedures.
- 2.9.2.6 Establish evaluation mechanisms by setting up procedures for day-to-day control of the project as defined by the combined (State and Contractor) project management team.
- 2.9.2.7 Finalize all project specific documentation standards and requirements for the various types of documentation that will be produced for different individuals and groups during the project. These standards will ensure consistency of approach and sufficiency of content. Provide existing State standards for application development.
- 2.9.2.8 Coordinate other State resources as needed to support the development and implementation process.
- 2.9.2.9 Obtain appropriate State approvals and commitment.
- 2.9.2.10 Provide information and answer questions at Contractor request.
- 2.9.2.11 Provide Database Administration monitoring activities.
- 2.9.2.12 Provide physical space for the documentation repository.
- 2.9.2.13 Establish the technical environment to support the project, including the development environment and development software, for work done at State offices.

2.9.2.14 Act as liaison between the Contractor project team and the Portal Contractor project team.

2.9.2.15 Act as liaison between the Contractor project team and the State Credit Card project team.

### **3 Product Development Phases**

The following sections describe the Product Development Phases that the Contractor and the State will use to develop the TRUST system. These phases are further described in the State's IT Methodology. Note, however, that the State has already performed the first two ITM phases: "Scope and Feasibility" and "Requirements Definition & Solution Evaluation." Therefore, the first task in the Design Phase, to be called the Design Phase Kick-off, will be for the State and the Contractor to revisit all deliverables/outputs of the previous phases to ensure understanding, make any necessary document revisions, and plan the remainder of the project.

#### **3.1 Design Phase Kick-Off**

As a part of the Proposal, the Proposer must respond to this and each numbered section below, describing its understanding of and approach to meeting the Design Phase Kick-Off requirements.

During the Design Phase Kick-off, the State and Contractor will prepare for the Design Phase by ensuring that the project working environment is ready; that (State and/or Contractor) hardware has been installed and configured; and that commercial software design tools (if any) necessary for design are in place and ready for use. Additional, specific Contractor and State responsibilities follow.

##### **3.1.1 Design Phase Kick-Off - Contractor Responsibilities**

The Contractor has ultimate responsibility for preparation of deliverables in the Design Phase Kick-off sessions. State staff will work closely with the Contractor during this phase to provide information and assistance in these critical tasks.

###### **3.1.1.1 Review, Update, and Assume Ownership of Project Plan**

The State and the Contractor will meet to review the Draft Project Plan provided as a part of the Proposal. The State will assist the Contractor in identifying updates to the Project Plan required in preparation for moving into subsequent phases of the project. After these updates have been identified, the Contractor will take ownership of the Project Plan, make the necessary updates, and assume ongoing maintenance responsibilities for the Project Plan.

###### **3.1.1.2 Review Functional and Technical Requirements**

During walk-through sessions with the State project team, information unique to Tennessee (e.g. the current system, the environment, the management structure, and interfaces) will be presented and discussed. The State team will be prepared to give the Contractor an expeditious review of the project documentation and any other information requested by the Contractor. The review sessions will include the following:

- a. RFP Attachment 9.9: Present System Summary, which references the current Title and Registration system.
- b. TRUST Functional and Technical Requirements, which are contained in Attachments to the Contract.
- c. State or federal policy changes since the publication of this RFP, if any.

###### **3.1.1.3 Revise Functional and Technical Requirements**

The Contractor must thoroughly review the Functional and Technical Requirements documentation and identify any adjustments or corrections needed, before more detail is added. The Contractor will make the needed adjustments or corrections and have these revisions approved by the State.

#### **3.1.1.4 Proposed Product Functional Demonstration**

If the State chooses a software package solution the Contractor must demonstrate the application in the State's technical environment to assure that all features are functional before modifications are applied.

- a. The Contractor must detail each change needed to bring the software package into compliance with the Functional and Technical Requirements as defined in the Design Phase Kick-off review. The Contractor must outline the steps required to add a new function to the system. As the project progresses in the design phase, additional modifications will require documentation and approval.
- b. All modifications must be documented so that the State can be assured that all changes have been made during subsequent testing tasks.

#### **3.1.2 Design Phase Kick-Off - State Responsibilities**

- a. Assist Contractor in functional and technical requirements review.
- b. Assist Contractor in updating the Project Plan.
- c. Assist Contractor in developing the Quality Management Plan.
- d. Review and approve all Design Phase Kick-off deliverables.
- e. Conduct Quality Review meeting.
- f. Provide information and answer questions at Contractor request.
- g. Obtain appropriate State approvals and commitment.

#### **3.1.3 Design Phase Kick-Off - Deliverables**

Contractor must produce the following deliverables:

- a. Confirmed and revised Analysis Specifications, including Functional & Technical Requirements.
- b. Modification Document (software package only).
- c. Project Plan.
- d. Quality Management Plan.

#### **3.2 Design Phase**

As a part of the Proposal, the Proposer must respond to this and each numbered section below, describing its understanding of and approach to meeting the Design Phase requirements.

- a. The objective of the Design Phase is to develop a System Design to meet the system functional requirements. In preparation for the development of the system, the detail in the analysis specifications must be expanded to a more elementary and detailed level. Expansion of the analysis will be the focus of the project at the beginning of this phase.
- b. The following tasks are included in this phase: maintain the Project Plan; enhance the Detailed Requirements Document; construct and present a customized System Overview; develop General and Detailed Design Documents; develop a GUI Standards Document

(screen, report formats), to include a class and object library; establish a Capacity Evaluation Plan, develop a Test Management Plan, Conversion Strategy, and an Implementation/Installation Strategy, and develop a Training Strategy, which will address the preparation of training materials.

### **3.2.1 Design Phase - Contractor Responsibilities**

#### **3.2.1.1 Maintain Project Plan and Review Quality Management Plan**

- a. Review the Project Plan with State project management, adjust it as required, and obtain State approval to begin the phase.
- b. Maintain the work plan, including the critical path time line, and report performance against the plan to the State on (at least) a monthly basis.
- c. Assess the status of phase related measurements defined by the Quality Management Plan with State management.
- d. Insure that all processes and metrics are in place, as defined in the Quality Management Plan, to measure quality as the work is in progress.

#### **3.2.1.2 Enhance Detailed Requirements**

- a. After the review and adjustment of the Functional and Technical Requirements with the supporting data model during the Design Phase kick-off, the Contractor will add the detail necessary to complete the design of the system. The Contractor is expected to maintain the data model, using PowerDesigner (used by the project team during analysis) or another current State standard data modeling tool.
- b. As design progresses, add the detail to the Functional and Technical Requirements documentation. These enhancements will require approval by the Department of Safety and other agency personnel through the review process established in the Design Phase Kick-off.

#### **3.2.1.3 Construct System Overview**

- a. Present a graphic model to communicate broad design concepts and a narrative to explain the model in sufficient detail to present the business functions of the system.
- b. If an existing software package is proposed, include a section in the Overview that explains, at an overview level, how each of the Functional Requirements is addressed in the existing software; or how this functionality will be added if it does not presently exist.
- c. List system objectives and constraints.

#### **3.2.1.4 Develop General and Detailed System Design**

- a. Develop a System Design that supports the business and technical requirements. Special consideration must be given to flexibility to add future functions and ease of maintenance so that legislative changes can be quickly implemented. The System Design must take State standards into account. (If a package is proposed, many of these design components may already be described in the software package documentation, but these descriptions may, at the State's discretion, need to be modified to reflect system functional and technical requirements.)
  1. Establish database design. Develop data requirements definitions. Create file structures, organization, access, and processing limitations. Define standard patterns for report formats and screen displays, including screen paths. Develop logical

- entity relationship diagram (logical data model) and physical database diagram (physical data model). Develop trigger and stored procedure usage documentation.
2. Develop general and detailed system design for the Imaging component of TRUST.
  3. Develop security requirements definition and security design document. Document system security and access constraints.
  4. Develop backup, recovery, and restart requirements, including disaster recovery. Examples of these requirements, include, but are not limited to, the following: image copy scheduling frequency (daily, weekly, etc.); image copy scheduling time (before/after nightly batch processing, 3:00 A.M., etc.); in case of damaged data, a discussion of the specific items that would need recovery (e.g., only the damaged table, a referential subset of the data, or the entire database); and identification of appropriate times for DBA to schedule reorganization jobs.
  5. Identify interface files (see Contract Attachment F: Interfaces) and processing limitations. Define the operating environment, including architecture of the system and error control procedures.
  6. Develop specifications for the interface between the TRUST system and the portal application.
  7. Develop Communications Network Design, consistent with Standard State Architecture. The Contractor will provide the State with a description of proposed telecommunications network changes, upgrades, and/or enhancements, including security components, to the Tennessee environment to accommodate the TRUST application.
- b. If an existing software package is proposed, the Contractor must also provide an Existing System/State Functional Requirements Mapping document. This document will map, at a detailed level, every State-required function into the existing software to insure that the existing system will meet all of the State's needs. It is not sufficient to merely say that the function will be provided in the existing software; this document must be at a level of detail sufficient to show how the function will be provided. Any State-required functions not currently included in the existing software must be fully described and a design solution proposed that will meet the State's needs.
  - c. After the review period, the Contractor must, through a combination of presentation and system demonstration methods, conduct a thorough walk-through of the General and Detailed System Design, indicating clearly how the design meets the Department of Safety's specific requirements.

### **3.2.1.5 Develop a GUI Standards Document**

- a. Define screen, form, report, and correspondence standards.
- b. Define class libraries and objects standards (properties, etc.)

### **3.2.1.6 Establish Capacity Evaluation Plan**

The purpose of the capacity evaluation is to identify users of the system and to assist State technical, operations, and telecommunications personnel in projecting the capacity needed and communication requirements (bandwidth, lines, etc.) to support the system. Capacity planning for Servers (application, communications, database, gateways, etc.) and for clients must be included.

- a. The State requires the Contractor to plan a strategy with review points for capacity evaluation. The initial strategy and evaluation should be based on preliminary estimates from data provided by the State, taking into account compatibility with the Tennessee environment; subsequent evaluations and modifications to the strategy will be made as the project

progresses and more detailed data estimates become available. Information relating to hardware, software, and communications network is referenced in RFP Attachment 9.11: State Standards, Guidelines and Technical Architecture. The Proposer should also see Contract Attachment V: Estimated Transaction Volume Counts; Contract Attachment K: General System Requirements; and (for the number of users anticipated for the TRUST system) Contract Attachment W: Implementation/Configuration Data, and Contract Attachment P: Training Requirements.

- b. The capacity evaluation will project, at a minimum, processor size and speed, input/output rates (I/O per second), communications requirements (lines, terminals, printers, minimum bit rate, packet loss, latency, etc.), memory, storage, cartridges (number and maximum devices required). These projections must take into account DBA requirements with regard to configuration and capacity.
- c. The Contractor is responsible for proposing a solution that is efficient, cost effective, compatible, and reasonable for the State's data processing environment. The Contractor is required to provide to the State all information about the impact of application solutions (such as additional memory, etc.) as well as capacity planning information for the production system growth which the State estimates to be approximately five (5) percent.

### **3.2.1.7 Develop Conversion Strategy**

It is the intent for the TRUST system to be populated with data converted from several existing systems as much as possible. Some data may not be easily converted and other required data may not exist in an existing automated system. In the case of the latter, the Contractor must provide data entry screens for manual capture of this data. While some data edit routines may need to be less restrictive than in the TRUST system under development, the Contractor must make every effort to maintain data integrity and validity.

- a. As a part of its Proposal, the Proposer shall include a description of its general approach to the data/system conversion process (manual and automated). Contract Attachment Q: Conversion Requirements, provides supporting information relating to current systems.
- b. In this phase, a Conversion Strategy must be developed that details the data conversion for each Functional Area and/or system identified in Contract Attachment Q. The plan must address all data conversion requirements, regardless of whether an automated or manual method is recommended. The plan must take into account DBA-related requirements for data conversion and migration. The plan must address, at a minimum, the following:
  - 1. Conversion overview noting objectives, approach, impact, and resources
  - 2. Conversion data (source and volume)
  - 3. Conversion process (automated or manual, verification procedures, and acceptance responsibilities)
  - 4. Conversion support (system, policy and hardware)
  - 5. Conversion schedule
  - 6. Conversion preparation task outline
  - 7. Plans for manual conversion system/data cleanup activities
  - 8. Plans for manual data entry activities
  - 9. How TRUST data will be continually updated with changes to the source systems until all TRUST sites have been implemented.



- c. The Conversion Strategy must be developed in support of the implementation schedule developed for the system (see Contract Attachment N: Implementation Schedule). The State will provide information and assistance in the development of the plan to ensure that any details unique to Tennessee are included.
- d. The Conversion strategy must address the populating of the system with data, such as table data, county names, fee codes, canned correspondence paragraphs, etc., so that TRUST is a fully functioning system.
- e. With regard to manual data conversion, the Contractor will provide any required data entry screens. The State will be responsible for the data entry itself. The Contractor shall construct the manual entry screens in such a way as to facilitate the entry of manual data from existing hardcopy sources; in other words, the Contractor shall not require State data entry personnel to use existing TRUST screens for conversion data entry if doing so would result in an unreasonably cumbersome data entry process.

#### **3.2.1.8 Develop Test Management Plan**

- a. As a part of the proposal, the Proposer must describe its approach to managing and conducting testing activities. To be valid, this approach must conform to the following State parameters for system testing:
  - 1. At the State's request, the Contractor must be prepared to replicate any or all Unit and Integration tests on-site using the State's testing environment, including the State's Wide Area Network;
  - 2. At the State's request, the Contractor must be prepared to provide the State with the test scenarios and data the Contractor used during its own Unit, Integration, and Systems tests;
  - 3. The Contractor may perform Unit, Integration, and Systems Tests off-site; however, the official Systems Test and all Acceptance Testing must be performed on-site using the State's testing environment.
- b. In this phase, the Contractor must prepare a general Test Management Plan. The Test Management Plan must address each test environment individually, with sections for Unit Test Plan, Integration Test Plan, System Test Plan, and Acceptance Test Plan. (The Capacity Evaluation Test has its own plan, as described below.) Note that the Acceptance Test Plan will be a description of the Contractor's role in assisting the State to perform the Acceptance Test; the State will actually perform the Acceptance Test. The State has briefly defined each test plan in the ITM Web site's ITM MODEL, Design Phase, Construction Phase, and Acceptance Test Phase. The Test Management Plan must address the objectives, approach, procedures, and techniques used in each test environment. The plan must also address the environment, including infrastructure safeguards, test condition level and format, source and management of test data, and test validation procedures. The Test Management Plan must also include instructions for detailed testing of the TRUST interfaces resulting in the verification that data was transmitted and received in accordance with functional requirements. The plan should also outline resource requirements in terms of personnel, hardware, testing tools, etc.
- c. Procedures outlined in the plan should address test data management, problem reporting and tracking, software migration, and data backup and recovery. The Contractor must also include a plan to conduct a Capacity Evaluation Test that addresses the needs identified in the Capacity Evaluation Plan. The capacity test results will be used to confirm that the software to be supplied and/or developed, and the hardware configuration included in the Contractor's Proposal will meet all system functional requirements.

#### **3.2.1.9 Develop Implementation/Installation Strategy**

In preparation of the Implementation/Installation Strategy, the Contractor will describe the strategy for installing the system by defining the processes, schedules, hardware installation, software installation, and site preparation. The Implementation/Installation Strategy should outline, at a minimum, the following:

- a. Objectives and approach for components requiring installation, with particular emphasis on utilization of the WAN, Intranet, Extranet and Internet.
- b. Software installation relating to system issues
- c. Site preparation, addressing site specific requirements and plans
- d. Installation schedule in coordination with plans for conversion and training
- e. Recommendations concerning third-party software needs and timing of purchase (if applicable).

### **3.2.1.10 Develop Training Strategy**

- a. As a part of the proposal, the Proposer must describe in detail its approach to meeting training and documentation requirements (see Contract Attachment P: Training Requirements). The description must indicate the Proposer's understanding of the State's training requirements and include a discussion of the methods proposed to develop and deliver both training and documentation.

Once the project is underway, the Contractor must deliver the Training Strategy itself. To be valid, the Training Strategy must conform to the following State parameters for training:

1. The State will provide workspace for the training of Department of Safety staff located in Nashville, including basic presentation support equipment; e.g., blackboards, overhead projectors, and training workstations.
2. Classroom workspace and basic presentation support equipment will not be provided by the State for the training of the County Clerk Staff. The State defers to the Proposer to describe its best solution for delivering training to the counties. This solution should be as non-disruptive to the county staff as possible.
3. The State will provide facilities for making copies of training materials; however, the Contractor will be responsible for making all copies needed for use by its trainers in all training sessions.
4. The Proposer should describe the general content of all training materials, training courses, and documentation proposed. Proposers are encouraged to provide sample course outlines, training packets, and sample documentation deliverables in the Training Strategy.
- b. The Contractor's training role and training-related tasks to be performed will vary within the Construction, Acceptance Test, and Implementation Phases. The Contractor will develop and deliver training for the following:

During Acceptance Test and Phase I Implementation Phase activities:

1. State Help Desk staff
2. State Acceptance Test staff
3. State Technical and Operations staff
4. State T&R, Foster Avenue, and TRICOR user staff located in Nashville
5. County Clerk user staff at five (5) County Clerk locations

During Phase II Implementation Phase activities:

6. County Clerk user staff located in the remaining 90 Tennessee counties

See the RFP Sections pertaining to training in the Construction, Acceptance Test, and Implementation Phases for a description of specific Contractor responsibilities during these phases.

- c. Prior to the start of any training, the Contractor will complete all initial training of its trainers. Training sessions conducted prior to system implementation will cover the user training materials in depth so that the Contractor's trainers will be intimately familiar and knowledgeable with all training materials and system features.
- d. Training sessions conducted prior to system implementation will include and cover the User Manual, Operations Manuals, and Procedure Manual developed by the Contractor.
- e. The Training Strategy will address, at a minimum, the following:
  - 1. A User Training Strategy that will ensure initial training that fully covers all functional areas.
  - 2. A System Support Strategy that will ensure that the Department of Safety is fully capable of maintaining all technical aspects of the system.
  - 3. Classroom training organization including size, appropriate staff, schedule, lead times, duration of classes, and curricula development.
  - 4. Training classroom requirements including number of workstations, communication requirements, application and database server(s) configuration, type and number of presentation equipment.
  - 5. Procedures for migrating the executable software to the training environment and version controlling.
  - 6. Plans for populating the training databases.
  - 7. Procedures for resetting the system training environment before and/or after training sessions, backup and recovery of databases.
  - 8. Training follow-up to ensure that training was effective and to correct any training curricula deficiencies.
  - 9. Training evaluation methodology which includes a report of training effectiveness and validity.
  - 10. Establish the capability for the State to provide effective on-going training.
  - 11. Proposed content of all training materials and a schedule for production of training materials.
  - 12. On-line web-based tutorial(s) available to help in the familiarization of the TRUST application and its features and capabilities.
  - 13. Plans for developing extensive on-line help facilities for the users of the TRUST application (see the Help Screens/On-Line Help section in Contract Attachment K: General System Requirements, for more information).
  - 14. On-line help to Internet and Extranet customers/partners, such as the Public, Automobile Dealers, and Lienholders, who will only have access to selected TRUST functions.
- f. Training for State Help Desk staff, Acceptance Test staff, Technical and Operations staff, and Department of Safety user staff will be conducted in Nashville.
- g. Training for County Clerk staff is expected to be conducted in locations convenient to the county staff. This may or may not be in a classroom situation. As a task in developing a Training Strategy, the State expects the Contractor to devise a suitable training solution for

the training of county clerk staff. Clerk staff located in the county's satellite offices are to be included in the training strategy.

- h. All training materials provided by the contractor can be reproduced and used as needed by the state.
- i. The State expects the Contractor to use the Users', Procedure, and Operations Manuals as references during the Contractor-provided training. However, the manuals will not fulfill the Contractor's responsibility to develop training curricula and materials. The manuals may be used in conjunction with Contractor-provided training, but the Contractor will develop training curricula and materials structured to convey information effectively in a classroom setting.

### **3.2.2 Design Phase - State Responsibilities**

- a. Participate in the design and development of the system.
- b. Assist in analysis enhancement of the Detailed Requirements
- c. Review and approve all Design Phase deliverables.
- d. Conduct Project Steering Committee meetings.
- e. Provide all available relevant documentation on current system.
- f. Clarify, at the Contractor's request, State policies, regulations and procedures.
- g. Identify users and operators to be trained.
- h. Identify final system test site(s).
- i. Approval of database design and data element names.
- j. Conduct quality reviews.
- k. Work with the Contractor project team and the Portal Contractor project team to resolve any issues on the design of the portal interface and, with the agreement of the Portal Contractor Project Manager, sign off on the design.

### **3.2.3 Design Phase Deliverables**

Contractor must produce the following deliverables:

- a. Enhanced Detailed Requirements, including Analysis Specifications
- b. System Overview
- c. General System Design
- d. Detailed System Design
- e. Capacity Evaluation Plan
- f. Test Management Plan
- g. Conversion Strategy.
- h. Implementation/Installation Strategy.
- i. Training Strategy.
- j. Updated Project Plan, with emphasis on the Work Plan.
- k. Proposed database logical and physical designs and other file structures.
- l. Forms, reports, Inquiries and screen formats.

- m. GUI Standards Document.
- n. Communications Network Design.
- o. Specifications for the interface between the TRUST system and the portal application.

### **3.3 Construction Phase**

As a part of the Proposal, the Proposer must respond to this and each numbered section below, describing its understanding of and approach to meeting the Construction Phase requirements.

- a. In this phase of the project, the major objectives are to develop application software to satisfy the functional and technical requirements and to test the software with Unit, Integration, System, and Acceptance Tests.
- b. The Contractor will build upon the Test Management Plan, adding the details necessary to guarantee thorough testing at Unit, Integration, System, and Acceptance Test levels.
- c. During this phase it is necessary to develop a detailed Conversion Plan which includes all conversion procedures and all appropriate conversion programs identified during system design.
- d. Training of State staff will be necessary in this phase. Also, an Implementation Plan, Users Manual, Quick Reference Users Documents, Operations Manual, and a Procedure Manual will be developed and approved.

#### **3.3.1 Construction Phase - Contractor Responsibilities**

##### **3.3.1.1 Maintain Project Plan and Review Quality Management Plan**

- a. Review the Project Plan with State project management, adjust it as required, and obtain State approval to begin the phase.
- b. Maintain the work plan, including the critical path time line, and report performance against the plan to the State.
- c. Assess the status of phase related measurements defined by the Quality Management Plan with State management.
- d. Insure that processes are in place, as defined in the Quality Management Plan, to measure quality as the work is in process.
- e. Review and update the Capacity Evaluation Plan during the Construction phase to monitor capacity needed to support the system.

##### **3.3.1.2 Develop Software**

Software development must, at a minimum, include the following tasks:

- a. Develop software in accordance with specifications defined in Detailed System Design and conforming to State standards.
- b. Prepare and present a walk-through of each functional component of the new system for State quality reviews, including technical topics such as database design.
- c. Prepare written Test Plans, including test conditions and test data, for each Unit, Integration, and System Test in accordance with the test plan descriptions in the State's ITM web site.
- d. Prepare and maintain program documentation. Acceptance by the State will require the final build/compile of each program and the System Test to be performed on the State's target platform.

**3.3.1.3 Test Software**

- a. During and subsequent to programming, the Contractor must conduct a thorough test of all program subsystems. This will ensure that when the system is provided to the State for testing, the Contractor is confident that the system is fully functional and operational as specified by the State.
- b. The general Test Management Plan as well as the detailed Unit Test, Integration Test, System and Acceptance Test Plans will be used as a guide in the Unit, Integration, System, and Acceptance testing. The State will perform the Acceptance Test.
- c. The Contractor must modify the system as required to make it acceptable to the State (see this attachment's sections 2.7.7 and 2.7.8 above).
- d. The Contractor must provide all software and documentation required to support system backup, recovery, restart, and reorganization. This applies to all technical environments: testing, training, and production.
- e. The following test areas must be addressed during the Construction Phase:
  1. Conduct Unit (program) Tests.
  2. Conduct Integration Tests.
  3. Conduct System Test.
  4. State Acceptance Testing assistance.
- f. The testing tasks, at a minimum, should include:
  1. Prepare test data and data to be retained for on-going testing which reflects sufficient test cases per test plan. At the State's request, provide test conditions and test data for all unit and integration tests.
  2. Conduct test of network performance under simulated peak load conditions.
  3. Train State Acceptance Test staff.
  4. Provide assistance during State's Acceptance Test.
  5. Correct system discrepancies.

**3.3.1.4 Develop Detailed Conversion Plan, Procedures and Programs**

The Conversion Strategy, developed in the preceding phase, will be the guide for completing a Conversion Plan to support the system implementation. The Conversion Strategy must be confirmed, which means the conversion schedule and procedures must be reviewed and firmly established with personnel identified to complete and verify the conversion. The Conversion Plan must address the following tasks:

- a. Identify data elements and/or systems to be converted.
- b. Identify data needed to populate the system so that TRUST is a fully functioning system.
- c. Identify necessary computer processing workloads.
- d. Identify and plan manual support requirements.
- e. Identify any control procedures and evaluation criteria.
- f. Identify, with the assistance of the State, the personnel needed to participate in the conversion of the data.
- g. Plan any special training for conversion activities.

- h. Plan any interim file maintenance requirements.
- i. Develop conversion programs (This includes specifications, program coding, test plans, and complete testing).
- j. Develop hard-copy manual data entry screens.
- k. Present Conversion Plan, Procedures, and Programs to the State for approval, with particular emphasis on utilization of the WAN if used.

#### **3.3.1.5 Develop Implementation Plan**

The Implementation Plan must complement the tasks defined in the Conversion Strategy and the Implementation/Installation Strategy developed in the preceding phase. The Implementation Plan must address implementation preparation tasks in detail, readiness to convert the required data, security preparation, staff training, and personnel assignments. All factors must be considered in light of the implementation approach approved by the State. In addition to the above, the Implementation Plan should address, at a minimum, the following tasks:

- a. Confirm the installation approach (as proposed by the State) and identify the schedule of installation activities. Describe the approach to installation and testing of third party software (if applicable).
- b. Confirm the training schedule.
- c. Confirm the systems test objectives and schedule.
- d. Confirm software completion schedule.
- e. Confirm data conversion and system conversion schedule.
- f. Identify production locations.
- g. Define production job flow and job dependencies.
- h. Define manual support procedures.

#### **3.3.1.6 Conduct Capacity Evaluation Test**

- a. Using the Capacity Evaluation Plan created and approved during the Design Phase and the Capacity Evaluation Test included in the Test Management Plan, the Contractor will conduct all planned capacity testing in cooperation with the State. The Contractor may be required to perform capacity testing multiple times until satisfactory test results are obtained to provide the State with the final Capacity Evaluation Report. The Capacity Test will include stress and volume testing. Capacity testing shall include a stringent stress test that includes a simulation of workload and volume test.
- b. The Contractor will conduct all planned capacity testing in cooperation with the State Project Team, including individuals from OIR Database Administration, OIR Technical Systems Support, and OIR Telecommunications.
- c. The Contractor will prepare any interim and final Capacity Evaluation Report which documents, in detail, the results of the test and recommendations for resolving any problems, as outlined in the Capacity Evaluation Plan.
- d. Before the final Capacity Evaluation Report is presented to the State for approval, it must be reviewed and approved by a State technical team.

#### **3.3.1.7 Develop User Staff Training Curricula and Materials**

- a. The Contractor is required to develop curricula and materials for training system users. The User Staff training curricula and materials must cover, at a minimum, the following topics:

1. System Overview
    - (1) system benefits
    - (2) data inputs, outputs, and reports produced
    - (3) major system business functions
    - (4) User Manual contents and usage (see Section 3.3.1.9, below)
  2. System Usage
    - (1) entering data and data validation
    - (2) data correction and user help features
    - (3) menu and system function traversal
    - (4) problem recovery
    - (5) report contents, report generation
    - (6) search and inquiry features
    - (7) record update procedures
  3. System Operation
    - (1) seeking technical help (application and equipment assistance)
- b. Contractor must develop all course instructors' and students' classroom materials (e.g. manuals, handouts, etc.).

#### **3.3.1.8 Develop Technical Staff Training Curricula and Materials**

- a. The Contractor must develop curricula and materials for training the State Technical Staff such as system administrators, DBA Staff, operators, and programmers.
- b. Technical Staff training curricula and materials must be comprehensive and detailed. They must provide State technical staff the knowledge to efficiently operate and maintain the system independent of Contractor assistance.
- c. The Technical Staff training curricula and materials must cover all aspects of system design, operation, and maintenance including, at a minimum, the contents and usage of the Operations Manual (see Section 3.3.1.10, below).
- d. The Contractor must develop all course instructors' and students' classroom materials (e.g. manuals, handouts, etc.).

#### **3.3.1.9 Develop User Manual**

The Contractor must develop a User Manual, which features clear organization of content, easy to understand language, useful graphic presentations, and a thorough index and glossary. The User Manual will be used by the State Acceptance Test team to mirror the production environment and verify manual content.

- a. The User Manual must address the view of the system required by Department of Safety, Title and Registration business unit staff. It must cover all facets of system functions and operations, including:
  1. complete instructions for the users, completely explaining the use of each system function;



2. system usage scenarios, based on real world examples drawn from the day-to-day workloads of typical users, that fully describe and explain the salient features and operation of the system;
  3. how input data are stored and related between system records;
  4. how to generate/suppress standard and ad-hoc reports;
  5. normal report distribution;
  6. prioritization processing, system-determined priorities, and user override procedures;
  7. system log-on, log-off, and security features;
  8. error messages, including a definition if the message is not self-explanatory, and error correction procedures;
  9. help features and usage;
  10. system troubleshooting;
  11. entering data and data validation;
  12. record update procedures;
  13. mandatory data fields and default data values;
  14. data correction and user help features;
  15. menu and system function traversal;
  16. screen layouts and contents;
  17. search and inquiry features; and
  18. where to seek assistance for problem recovery for application and/or equipment problems.
- b. The User Manual must contain sufficient information to enable the user to independently operate the system, troubleshoot simple problems, and correct problems. The manual must be able to serve as a reference guide and a teaching aid.
  - c. In conjunction with the User Manual, a Quick Reference User Document will be produced by the contractor that will be an immediate aid to the user and quickly describe operations.
  - d. The Contractor must develop the User Manual and the Quick Reference document so that they may be maintained in electronic format and be converted into PDF format for users to either view on-line or print on letter size paper.
  - e. The User Manual must be revised with any changes resulting from the State's Acceptance testing and initial user training sessions.

### **3.3.1.10 Develop Operations Manual**

The Contractor must develop an Operations Manual, which features clear organization of content, easy to understand language, useful graphic presentations, and a thorough index and glossary. The Operations Manual must address the view of the system required by users, programmers and other technical personnel. It should provide an understanding of the application, database design and file structures, relationships between programs, security, troubleshooting, special constraints, procedures for data recovery, and other operational guidelines.

- a. The Operations Manual must cover all facets of the technical operation of the system, including technical requirements expressed in Contract Attachment K: General System Requirements, and the following topics:
  1. application and database design and architecture;

2. application structure and module/sub-module/program/subroutine relationships;
  3. application start-up/shut-down procedures;
  4. application backup, recovery, and restart procedures;
  5. data dictionary structure and maintenance procedures;
  6. database logical and physical organization, and maintenance procedures;
  7. application security features;
  8. audit and testing procedures;
  9. system data input, error checking, error correction, and data validation procedures;
  10. user help procedures and features;
  11. system troubleshooting and system tuning procedures and features;
  12. system administration functions, such as code management and copy file management;
  13. setting and changing system password and State User ID
  14. RACF (the State's security system) security features
  15. system interface processing;
  16. on-line and batch processing procedures;
  17. unique processing procedures;
  18. report generation procedures;
  19. menu structures, chaining, and system command mode operations.
  20. job scheduling;
  21. job cycles (daily, monthly, quarterly, annual, and special);
  22. special forms usage
- b. The Operations Manual must provide State technical staff the knowledge to efficiently operate and maintain the system independent of Contractor assistance.
  - c. The Contractor must develop the Operations Manual so that it may be maintained in electronic format and be converted into PDF format for users to either view on-line or print on letter size paper.
  - d. The Operations Manual must be revised with any changes resulting from the State's Acceptance testing and initial user training sessions.

#### **3.3.1.11 Develop Procedure Manual**

- a. The Contractor must develop a Procedure Manual which features clear organization of content, easy to understand language, useful graphic presentations, and a thorough index and glossary. The Procedure Manual must document instructions for manual operations and tasks that are performed in direct conjunction with the automated system. It must address each task performed in a step by step procedure that identifies the ACTION (task to be performed) and the individual with RESPONSIBILITY to complete the action. The Procedure manual must contain sufficient information to enable the user to support the Department of Safety's new system.
- b. The Contractor must develop the Procedure Manual so that it may be maintained in electronic format and be converted into PDF format for users to either view on-line or print on letter size paper.

- c. The Procedure Manual must be revised with any changes resulting from the State's Acceptance testing and initial user training sessions.

#### **3.3.1.12 Refine the Training Plan**

Building on the Training Strategy developed during the Design Phase, the Contractor must refine the Training Plan to confirm and support all training requirements including the following:

- a. Identification of staff to be trained (by the Contractor) by functional area or support category.
- b. Schedule for training sessions in support of Acceptance testing, the system implementation schedule and confirmed staff to be trained.
- c. Revision of all procedures, training environment hardware and software configurations, classroom setup requirements, etc. addressed in the Training Strategy.

#### **3.3.1.13 Train State Acceptance Test Team**

The Contractor will conduct the training of the State Acceptance Test team in preparation for the Acceptance Test Phase of the project.

#### **3.3.1.14 Portal Interface Testing**

Work with the State Project Manager and the Portal Contractor project team to test the interface between the TRUST system and the portal application.

#### **3.3.1.15 Credit Card Interface Testing**

Work with the State Project Manager and the State Credit Card project team to test the TRUST system with the Merchant Services' application.

#### **3.3.2 Construction Phase - State Responsibilities**

- a. Review and approve Construction Phase deliverables.
- b. Develop, finalize, and approve Acceptance Test criteria and procedures.
- c. Develop Acceptance Test data.
- d. Identify personnel to participate in the conversion of data.
- e. Conduct data conversion accuracy verification.
- f. Take action, based on Capacity Evaluation Plan.
- g. Identify staff to be trained.
- h. Provide a stable training environment (hardware, operating system software and communications) for the training of Department of Safety staff located in Nashville.
- i. Review and approve all Training deliverables.
- j. Provide preliminary training such as basic keyboard, word processing, Internet and printer familiarity. This does not include any system-specific details such as function key assignments.
- k. Monitor all training activities of State staff.
- l. Conduct quality reviews.
- m. Coordinate the testing of the interface between the TRUST system and the portal application.

- n. Coordinate the testing of the interface between the TRUST system and the Merchant Services' application.

### **3.3.3 Construction Phase - Deliverables**

Contractor must produce the following deliverables:

- a. TRUST application software (including source code), as installed on the State's target platform. This must be made up of final compiles/builds run on the State's target platform.
- b. Updated system and program documentation in accordance with State standards.
- c. At the State's request, test plans, detailed test conditions, expected test results, actual test results, and matching test data for unit and integration tests run in the test environment.
- d. Test plans, detailed test conditions, expected test results, actual test results, and matching test data for integration and system tests run on the State's target platform.
- e. Results of successful application backup, recovery, and restart procedures tests.
- f. Conversion Plan, procedures, programs, and test results.
- g. Capacity Evaluation Report.
- h. Updated Capacity Evaluation Plan (includes production space requirements).
- i. Implementation Plan.
- j. Refined Training Plan.
- k. User Manual.
- l. Quick Reference User Document.
- m. Operations Manual.
- n. Procedure Manual.
- o. User Staff training curricula and instruction materials, including student classroom materials and instructor manuals.
- p. Technical Staff training curricula and instruction materials, including student classroom materials and instructor manuals.
- q. Updated Project Plan, with emphasis on the Work Plan.
- r. Results of testing of the interface between the TRUST system and the portal application.
- s. Results of testing of the interface between the TRUST system and the Merchant Services' application.

### **3.4 Acceptance Test Phase**

As a part of the Proposal, the Proposer must respond to this and each numbered section below, describing its understanding of and approach to meeting the Acceptance Test Phase requirements.

- a. In this phase of the project, the major objectives are to conduct the Acceptance Test, to correct any discrepancies and problems found in the application software to satisfy the functional and technical requirements, to complete all training and user manuals and documents, and to prepare for the Implementation Phase.
- b. During this phase it is necessary to execute the detailed Conversion Plan in support of the Acceptance Testing.

- c. The final version of the Implementation Plan, Users Manual, Quick Reference Users Documents, Operations Manual, and a Procedure Manual will be completed and approved.

### **3.4.1 Acceptance Test Phase - Contractor Responsibilities**

#### **3.4.1.1 Maintain Project Plan and Review Quality Management Plan**

- a. Review the Project Plan with State project management, adjust it as required, and obtain State approval to begin the phase.
- b. Maintain the work plan, including the critical path time line, and report performance against the plan to the State.
- c. Assess the status of phase related measurements defined by the Quality Management Plan with State management.
- d. Insure that processes are in place, as defined in the Quality Management Plan, to measure quality as the work is in process.
- e. Review and update the Capacity Evaluation Plan during the Construction phase to monitor capacity needed to support the system.

#### **3.4.1.2 Assist the State in Conducting Acceptance Test**

The Contractor will initiate the Acceptance testing by converting samples of data sufficient for the State to conduct its tests. This will include populating the system with sufficient data so that TRUST is a fully functioning system.

The State will conduct the Acceptance Test following the procedures outlined in the Acceptance Test Plan. The Contractor will coordinate with the State by resolving any discrepancies and problems encountered during the testing process.

#### **3.4.1.3 Complete Documentation**

All Training Manuals are to be completed during this phase (User Manual(s), Quick reference Guide, Procedure Manual, and Operations Manual).

Revise the Detailed Design Document if any changes were made during this phase of the project.

#### **3.4.1.4 Prepare for Implementation**

Revise Implementation Plan. Each office to be implemented must be prepared in advance to receive the TRUST application on its scheduled implementation date.

Prepare Implementation Environment.

### **3.4.2 Acceptance Test Phase - State Responsibilities**

- a. The State will conduct a rigorous Acceptance Test of the system (see this attachment's section 2.7.6 above). The State's Acceptance testing will include samples of converted data.
- b. Validate and document Acceptance Test results, specifically Execute/Verify Functional Test Procedures, Technical Test Procedures, and Quality Test Procedures as defined in the Acceptance Test Plan.
- c. Inform Contractor in writing of any system discrepancies identified during the Acceptance Tests and tract such discrepancies encountered until corrected or resolved.
- d. Obtain Customer Sign-off

### 3.4.3 Acceptance Test Phase - Deliverables

Contractor must produce the following deliverables:

- a. Revised Detailed Design.
- b. Fully Configured and Populated Acceptance Testing Environment.
- c. Updated Implementation Plan.
- d. Completed Training Plan.
- e. Completed Users Manual.
- f. Completed Quick Reference Users Documents.
- g. Completed Training Procedure Manual.
- h. Completed Training Operations Manual.
- i. Completed instruction materials, student classroom materials, and instructor manuals.
- j. Updated Project Plan, with emphasis on the Work Plan.
- k. Written request for approval of Acceptance Test.

### 3.5 Implementation Phase

As a part of the Proposal, the Proposer must respond to this and each numbered section below, describing its understanding of and approach to meeting the Design Phase requirements.

- a. The Proposer must describe its overall approach to implementation. Preference will be given to approaches that minimize disruption of ongoing operations.
- b. The Implementation Phase is the last of the Application Development Phase series. In this phase, the objectives are to install the system and to conduct operational and evaluation tests of the system as it comes on-line. These tests must be performed at the State's project site.
- c. The Department of Safety has currently targeted an implementation schedule designed to implement the TRUST application over a period of time (see Contract Attachment N: Implementation Schedule). The Implementation will occur in two (2) phases:
  1. Phase I -- The Contractor will fully implement TRUST at Metro Center, Foster Avenue, TRICOR, and five (5) County Clerk locations and will monitor the operation of these sites for thirty (30) days. See Contract Attachment W: Implementation/Configuration Data, for the list of Phase I implementation locations and the expected configurations of the Phase I sites. Note that all PCs supplied for Phase I implementations must include Microsoft Office 2000 Small Business Edition. At the end of the 30 day operations and monitoring period, and after correcting any deficiencies discovered, the Contractor may request written State approval of the completion of the last Development Phase Milestone, the Implementation Phase. This State approval shall constitute the State's acceptance of the completed Phase I TRUST implementation.

Upon completion of the Implementation Phase, the State will compensate the Contractor for the Metro Center, Foster Avenue, and TRICOR implementations as described in Contract Section C.3. The State will compensate the Contractor for the five (5) Phase I County Clerk locations in accordance with Contract Section C.4. The payments made to the Contractor for the Implementation Milestone and the County Clerk sites shall include all costs to the State to fully implement the Phase I sites, including, but not limited to, all hardware/ software (including Imaging application software), installation, systems integration, system and training

documentation, training costs, application support, and troubleshooting. See Contract Attachment R: Responsibility to Provide TRUST Hardware/Software/Services, for a list of the hardware/software/services the Contractor will provide.

The Contractor will also implement the Imaging application software and install Imaging Hardware/Software Components during Phase I, as described in Contract Section A.4.c.

2. Phase II -- At the State's option, the State may direct the Contractor to perform implementations at the remaining County Clerk locations. See Contract Attachment W: Implementation/Configuration Data, for a list of the anticipated implementation sites and their expected configurations. Note that all PCs supplied for County Clerk implementations must include Microsoft Office 2000 Small Business Edition.

The State will compensate the Contractor for each additional implementation site as described in Contract Section C.4. The payment made to the Contractor for each County Clerk implementation site shall include all costs to the State to fully implement the site in question, including, but not limited to, all hardware/ software, installation, systems integration, application support, system and training documentation, troubleshooting, and training costs. The State will provide communications to the site and any additional wiring that may be required within the site to accomplish connection to the State's network. See Contract Attachment R: Responsibility to Provide TRUST Hardware/Software/Services, for a list of the hardware/software/services the Contractor will provide.

The Contractor will also install Imaging Hardware/Software Components during Phase II, as described in Contract Section A.4.c.

- d. At the State's option the State may change the hardware/software configuration at an implementation site; for example, the State may decide that additional counter positions are required, or, on the other hand, that fewer such positions are needed. If the State exercises this option, the State shall increase or reduce its compensation to the Contractor for the implementation site in question accordingly, by using the Line Item Hardware/Software costs given in Contract Section C.5.

For example, if the State originally requested six Counter Position workstations in Anderson county, and later decides that only four are required, then the State will reduce the compensation amount for Anderson county given in Contract Section C.4. The amount of this reduction shall be equal to two times the cost for a single counter position, which appears in the Line Item Hardware/Software Cost table. This same principle shall apply to all other Line Item Hardware/Software items.

- e. The following Implementation tasks are iterative and the Contractor will perform them for the Department of Safety, Nashville locations and for each County Clerk county location as they are implemented:

1. Convert Data
2. Request Approval of Converted Data
3. Provide Training
4. Conduct Implementation
5. Evaluate System Performance
6. Request Approval of Implemented Functionality

Note that unless otherwise specifically excluded, all Design, Construction, Acceptance Test, and Implementation Phase tasks and deliverables that are required during Phase I shall also be required for each County Clerk Implementation Site.

**3.5.1 Implementation Phase - Contractor Responsibilities****3.5.1.1 Maintain Project Plan and Review Quality Management Plan**

- a. Review the Project Plan with State project management, adjust it as required, and obtain State approval to begin the phase.
- b. Maintain the work plan, including the critical path time line, and report performance against the plan to the State on (at least) a monthly basis.
- c. Assess the status of phase related measurements defined by the Quality Management Plan with State management.
- d. Insure that all processes are in place, as defined in the Quality Management Plan, to measure quality as the work is in progress.
- e. Review and update the Capacity Evaluation Plan during the Implementation phase and monitor the capacity needed to support implementation of the system.

**3.5.1.2 Convert Data**

The Contractor shall complete the conversion of current data to the new system in accordance with the detailed Conversion Plan developed in the Construction Phase. Included in the conversion of data is the populating of data necessary to make TRUST a fully functioning system. The Contractor shall submit a request for approval of the converted data to the State. The contractor will conduct an audit of data before and after conversion, to ensure proper counts are maintained.

**3.5.1.3 Provide Training**

The Contractor will be the Primary Trainer, performing all roles to fully train Department of Safety Help Desk staff, Technical and Operations Staff, and Users for the implementations of the Department of Safety and the 95 county clerk offices and satellite offices.

- a. The Contractor must ensure that the training environment is operational. This includes, at a minimum, the following:
  1. Creating and initializing all databases;
  2. Installing the (acceptance) tested executable software;
  3. Ensuring stability of the system and refresh of data prior to beginning each training session.
- b. Conduct and validate training, which must be designed to ensure trainee interest and retention of information.
- c. Ensure training is completed prior to implementation for all affected staff.
- d. Prepare report of training effectiveness and validity.
- e. Adjust training methods and/or materials for correcting ineffective training.
- f. Revise all training materials for correction of deficiencies or resulting from system changes during the testing, training, and implementation phases.

**3.5.1.4 Conduct Implementation**

The Contractor will implement the system based on the approved Implementation Plan and provide for rigorous review and documentation of the results of the implementation. The following tasks should be included in this phase:



- a. Perform all implementation-related tasks, including all software maintenance, at the State project site.
- b. Provide continuing on-line and batch job operational support to the State and Counties until statewide implementation is successfully completed.
- c. Correct all system deficiencies or discrepancies identified and required by the State (see this attachment's section 2.7.7 above).
- d. Complete or correct any system, user, or technical or training documentation that is incorrect or inadequate.
- e. Continue the on-the-job transition training for turning over the system to State staff.
- f. Prepare a report of the TRUST implementation results at the completion of Phase I and monthly during the Phase II Implementations in the counties.
- g. Prepare a final TRUST Implementation report at the completion of all requested Phase II county implementation activities.

#### **3.5.1.5 Evaluate System Performance**

- a. During system installation, the Contractor will evaluate performance factors including, but not limited to, transaction volumes, response times, CPU utilization, memory utilization, and input/output activity.
- b. Documentation must show that minimum performance objectives as projected in the Capacity Evaluation Plan will be achieved. Any proposed network addition must be able to integrate with the existing State network. Detailed documentation must be provided, demonstrating how the required response time will be achieved by the network. All calculations and assumptions are to be shown. The documentation shall, at a minimum, show line speeds, devices supported per circuit and per location, routing, average and peak traffic load and average and worst case response times. The Contractor is not required to provide communications hardware and software for the system. However, they are to provide the planning coordination for the network to achieve the response times indicated.
- c. Contractor will continue to monitor system performance as described in RFP Section 3.5, item c.1, above throughout the thirty (30) day operations and monitoring period. The Contractor will update the documentation provided in item b above to reflect any new performance information gathered during the operations and monitoring period.
- d. The Contractor will prepare, and submit to the State for review and approval, a Performance Evaluation Report that presents the findings of the evaluation of system performance. The Contractor and the State's Technology and DBA staffs will work together to resolve any outstanding performance issues.

#### **3.5.1.6 Develop System Turnover Plan**

Thirty (30) days prior to the completion of the Phase I TRUST implementation, the Contractor will provide the State with a System Turnover Plan. This plan will indicate the conditional criteria required to turn over the daily operation of the system to State Technical staff.

At a minimum, the Turnover Plan must include the state of readiness required for system turnover and final versions of all required documentation. The System Turnover Plan will describe all tasks to be performed by the State and the Contractor to ensure a smooth transfer of services to the State. The plan will also include a work plan showing the estimated time frames; State and Contractor resource loading for the completion of each task; and key milestone points to effect the transition. The Contractor will submit the Turnover Plan to the State and make any required revisions until the State grants approval.

**3.5.1.7 Request Approval of Phase I TRUST Implementation**

At the end of Phase I Implementation, the Contractor shall submit to the State a written request for approval of the full functionality of the TRUST system as implemented in the Phase I sites. Upon the State's written approval of the Phase I TRUST implementation, the State will compensate the Contractor for the Implementation Phase in accordance with payment terms of the Contract; the System Warranty Period will begin immediately thereafter.

The State will not consider accepting TRUST Phase I as successfully completed until it has operated for thirty (30) consecutive days without an error that 1) causes a disruption in service delivery, or 2) fails to correctly update data bases.

**3.5.2 Implementation Phase - State Responsibilities**

- a. Coordinate, assist, and monitor conversion activities with the Contractor.
- b. Validate and approve all converted data.
- c. Review and approve Performance Evaluation Report.
- d. Review and approve Request for Approval of implemented functions.
- e. Conduct quality reviews.
- f. Inform Contractor of all system discrepancies identified during implementation.
- g. Ensure necessary equipment and data lines are installed and operational for the system.
- h. Begin assuming a primary role in the on-going maintenance of the new system in accordance with project schedules.

**3.5.3 Implementation Phase - Deliverables**

Contractor must produce the following deliverables:

- a. Written approval (by the State) of completed initial staff training and capability for ongoing training.
- b. Written request for approval of converted data (iterative: here, and below, "iterative" means for Phase I and Phase II implementation sites).
- c. Updated Training Materials (iterative).
- d. Updated Users, Procedure, and Operations Manuals (iterative).
- e. Updated System and Program documentation. (iterative)
- f. Performance Evaluation Report (iterative).
- g. Report of training effectiveness and validity.
- h. Written request(s) for approval of implemented functionality (iterative); includes approval of all implemented locations and, during Phase II Implementation, full functionality statewide.
- i. System Turnover Plan
- j. Updated Capacity Evaluation Plan.

**4 System Warranty and Application Support**

As a part of the Proposal, the Proposer must respond to this section, describing its understanding of and approach to meeting the System Warranty and Application Support requirements.

- a. The Proposer must describe its approach to providing a system Warranty Period and satisfying Application Support requirements as described below and in the *pro forma* Contract: Sections A.8 and A.9.
  1. The Contractor will be responsible for a one (1) year Warranty Period, to begin upon the State's written acceptance of the TRUST system as implemented in the Phase I Implementation sites listed in Contract Attachment W: Implementation/Configuration Data. For a full description of Warranty Period responsibilities, see *pro forma* Contract, Section A.8. The Proposer must describe its approach to meeting the Warranty Period requirements, addressing the full range of services required. The response should include staff skills, staff numbers, proposed response procedures and the Proposer's plan to accomplish this task.
  2. Separate and apart from the 12 months of Warranty support services, the Contractor shall provide one (1) year of Application Support services for the system. This support shall begin upon the State's written acceptance of the Acceptance Test Phase. At the State's option, the State may choose to amend the Contract to invoke additional years of Application Support services beyond the first year. For a full description of Application Support responsibilities, see *pro forma* Contract, Section A.9.

The Proposer must describe its approach to meeting the Application Support requirements, addressing the full range of services required, and explain how it will satisfy the optional additional years of Application Support. The response should include staff skills, staff numbers, proposed response procedures and the Proposer's plan to accomplish this task.

## 5 Project Closure

As a part of the Proposal, the Proposer must respond to this section, describing its understanding of and approach to meeting the Project Closure requirements.

- a. The Proposer must describe its approach to Project Closure tasks. The approach described must indicate an understanding of final systems turnover issues and should indicate all documentation that will be used in this process.
- b. The Contractor's major objective during Project Closure is to review the system and the project to ensure that it is complete.
- c. Project Closure efforts begin one (1) day after the expiration date of the Warranty Period. During the twelve (12) months that will elapse from the State's acceptance of the Phase I implementation sites through the end of the Warranty Period, the State may direct the Contractor to implement one or more additional County Clerk sites. (See this attachment's section 3.5, Implementation Phase, above.) However, as of the publication date of the RFP, the State does not know how many, if any, additional County Clerk sites the Contractor will be expected to implement during the first twelve months of Phase II Implementation. Nevertheless, the Contractor will perform the Project Closure tasks on all sites implemented as of the expiration of the Warranty Period. Upon successful completion of and written State approval of the Project Closure effort, the State will release the remaining one-half of funds retained during the Product Development Phases. (See *pro forma* Contract Section C.3 for a discussion of retained funds.)
- d. If the State decides to assume Application Support responsibilities at the end of the first year of Contractor-provided Application Support, the State will notify the contractor as described in Contract Section A.9. In this event, the Contractor will produce an updated System Turnover Plan.

### 5.1 Project Closure - Contractor Responsibilities

- a. Prepare an Exit Report, including a narrative of system strengths and weaknesses, and an evaluation of achievements of the system objectives.
- b. Monitor system performance based on the Capacity Evaluation Plan. The Contractor will be responsible for tuning the application to meet the defined response times (see Contract Attachment K: General System Requirements).
- c. Account for all system documentation, including electronic and printed copies.
- d. At the State's request, update the System Turnover Plan.
- e. Assist the State in implementing the tasks described in the System Turnover Plan.
- f. Correct identified deficiencies.

## **5.2 Project Closure - State Responsibilities**

- a. Review and approve Project Closure deliverables.
- b. Assist Contractor in monitoring system performance.
- c. Provide written final acceptance of the TRUST system.

## **5.3 Project Closure - Deliverables**

Contractor must produce the following deliverables:

- a. Exit Report.
- b. Written request for approval of correction of deficiencies and performance tuning.
- c. Written request for confirmation of delivery of final documentation. The State Project Manager will provide confirmation of receipt of all deliverables and complete system documentation when the contents of the documentation have been reviewed and approved. Deficiencies identified by the State will be resolved before this deliverable will be considered satisfactorily completed.
- d. At the State's request, an updated System Turnover Plan.
- e. Written request for approval of the full functionality of the TRUST system as implemented in all Phase II implementation sites.

## **Attachment C: Functional Descriptions**

### **Administrative Office Management (Functional Area 1)**

The Administrative Office Management function supports the maintenance of office and staff information for the Tennessee Department of Safety (TDOS) and the Tennessee County Clerks. The Division of Title and Registration, a division of TDOS, and the 95 County Clerks, acting as agents of the state, are responsible for all functions related to titling and registering a vehicle in the state of Tennessee. Each county operates one or more office locations and the staff members at these locations will be the primary users of the TRUST system. In addition, TRUST will maintain information about those dealers that have been authorized by a county, and approved by TDOS, to perform selected TRUST activities (i.e. TDOS authorized agents).

The Administrative Office Management function will provide the capability to maintain up-to-date information for TDOS and County Clerk office locations. This includes primary contact information, business, mailing, and shipping address information, the operating hours at each location, etc. The ability to track and maintain information on staff members assigned to work at each location will also be supported.

### **Work in Progress Management (Functional Area 2)**

The work in progress functional area is responsible for the collection and validation of information for all activities supported by TRUST. An activity may be created as a result of the receipt of an application, request for vehicle information, or request for other TRUST related services. Activity information will be captured by TRUST from data entry performed by users, from information originating from customers and submitted via interfaces, from information received from the State's portal vendor, and from interfaces established with external customers. When entering information, users will be provided the ability to retrieve data previously recorded in TRUST to assist in the data entry of information required for the activity.

Each activity received by TDOS and County Clerk offices will be categorized by activity type (e.g. title application, request for personalized plate, noting of lien, discharging of lien). An activity may require the execution of one or more business processes. Each activity will be assigned a unique identification number to track the activity. The activity identification number will also assist in identifying and tracking the supporting documentation, fees and taxes assessed, and credits, payments, and refunds related to the activity.

TRUST will track the progression of work completed on each activity from the time it is recorded in TRUST until all work on the activity is completed. The capability to track the assignment of staff to work on an activity will be provided. All actions taken by a staff member on a work assignment will be recorded. Management will have the ability to reprioritize work assignments and reroute work assignments based on periodic reviews of staff workloads.

TRUST will assist staff in validating the accuracy and correctness of each activity by performing business rule validation and data edit checking. Pre-defined edit checking criteria will be used to validate that the data recorded for an activity is accurate, complete, and passes reasonableness tests. Business rule validation will be used to verify that an activity is consistent with the business rules defined for the activity before it is processed by TRUST.

Interfaces will be utilized to check law enforcement databases to ensure that activities are not processed for vehicles that have been reported stolen, missing, or abandoned. TRUST will record 'stop' information from data obtained via these interfaces or from information reported by law enforcement, by wrecker companies, or by towing companies. In addition, an open Anti-Theft case or an administrative 'stop' may also prevent the processing of an activity related to a vehicle. Authorized users will be provided the ability to override these 'stops' placed on a vehicle to allow an activity to be processed.

An activity may require the resolution of one or more deficiencies before processing of the activity can be completed. Information for each type of deficiency identified for an activity will be recorded and maintained by TRUST. Deficiency information will be used to provide input for the automatic generation of correspondence to the customer. The correspondence will state the nature of each deficiency and instructions for resolution. All outgoing

correspondence will reference the related activity identification number in the letter. This number will be used to access activity information stored in TRUST when a response is received from a customer.

### **Case Management (Functional Area 3)**

The case management functional area is responsible for establishing and tracking case information for the Anti-Theft unit of the Tennessee Department of Safety, Division of Title and Registration. Cases are established when a request for title is referred to the unit, a request for VIN plate replacement is received, or intelligence work related to a vehicle is reported. Anti-Theft cases are tracked in successive order by year. This numbering sequence is used to uniquely identify a case.

All requests for the issuance of titles for salvage vehicles must be referred to the Anti-Theft unit. Also, the first time a title is requested for a rebuilt vehicle or special constructed vehicle it is referred to the Anti-Theft unit. The Anti-Theft unit is responsible for determining if vehicle inspections are necessary, scheduling vehicle inspections and tracking the results of inspections it has scheduled. A title cannot be issued for these vehicles until the vehicle either passes an inspection or a waiver is obtained. TRUST is responsible for tracking the issuance of inspection decals to all vehicles that pass inspection.

Intelligence cases are established based on information received from law enforcement. A case can be opened on vehicles currently titled or registered in Tennessee or vehicles that have never been titled or registered in Tennessee. Law enforcement can also specify the type of action to take in the event title or registration activities are attempted on the vehicle. An open case can prevent the processing of activity or it may specify that the activity should take place and details about the activity should be provided to law enforcement after the fact.

TRUST will also provide the ability to create VIN plate replacements and to track the issuance of a VIN plate to a vehicle. Special constructed vehicles that pass inspection or have an inspection waived are also issued a unique vehicle identification number from Tennessee. This unique number is referred to as a TN VIN and is tracked on TRUST.

### **Title Management (Functional Area 4)**

Tennessee Code Annotated provides the authority for TDOS, Division of Title and Registration to provide a document authenticating motor vehicle ownership. In Tennessee, this document is the State of Tennessee Certificate of Title. Motor vehicles in Tennessee means every vehicle which is self-propelled, excluding motorized bicycles and every vehicle which is not propelled by electric power obtained from overhead trolley wires. Motor vehicles also include mobile homes and house trailers, not self-propelled, designed for travel upon the public highways, and designed for use as a residence, office, apartment, storehouse, warehouse, or any other purpose. It is anticipated that this definition will be expanded to include certain types of watercraft.

The title management functional area is responsible for recording and maintaining ownership, vehicle detail, cost detail, and title information. This includes the noting of liens at the time the vehicle is titled. Also at the time of titling, a TDS sticker is issued to the owners of all-terrain vehicles. TRUST is also responsible for tracking the issuance of these stickers from controlled stock.

An owner of a vehicle is any person or entity that lawfully acquires a vehicle and pays off any outstanding lien or encumbrance on the vehicle. In certain situations, an owner cannot produce clear evidence of ownership of a vehicle. In this instance a corporate or personal surety bond can be executed to guarantee ownership rights to the vehicle. TRUST will provide the means for the staff of TDOS to prepare, edit, and track the execution of these surety bonds. Once the surety bond is executed, information will be maintained as supporting documentation to the title.

TRUST will provide the ability to record the surrendering or invalidating of a State of Tennessee Certificate of Title. An interface with a national clearinghouse will be used to receive surrendered title information for vehicles being re-titled in another state. For non-Tennessee titles surrendered in Tennessee, the interface will be used to notify the

appropriate state that the title has been surrendered. Also, at the time of titling the interface will be used to obtain and record a vehicle's title history for up to four previous out-of-state titles.

TRUST will support both on-demand title printing and batch (bulk) printing of titles. The paper used to print title documents is considered to be controlled stock and each piece of paper includes a pre-printed control number. The usage of this title paper will be tracked. This control number, as well as a unique title number, will be recorded for each title issued. TRUST will hold 'electronic titles' for lienholders participating in the electronic lien interface. TRUST will support the printing of a paper copy of the 'electronic title' upon request.

## **Lien Management (Functional Area 5)**

An owner of a vehicle can use the monetary value of the vehicle as a means to secure indebtedness. If the owner executes a security contract with an institution or individual and uses the vehicle as collateral, a lien can be noted on the title to the vehicle. The Tennessee Department of Safety, Division of Title and Registration is responsible for the noting of such liens and discharging of liens placed on vehicles. Liens can be noted at the time the title is issued and subsequent to the issuance of the title.

The lien management functional area is responsible for the noting of liens, the discharging of liens, and maintaining a comprehensive database of name and address information for lienholders. The ability to update name and address information for all liens associated with the lienholder will be supported. In addition, lienholder information can be updated in relation to a selected lien.

An electronic lien interface with major lienholders will be supported. The interface will allow a lienholder access to their lien information recorded in TRUST. A lienholder will be allowed to electronically update their name and address information. The interface will also provide the lienholder with the ability to electronically submit information to complete the noting of new liens placed on vehicles, to refinance existing liens, and to discharge liens. The lienholder will be provided an electronic notification of the title number and TRUST will hold an 'electronic title' for lienholders participating in the electronic lien interface.

Lien limit information will be recorded when a lienholder reports that no more liens should be noted as a result of bankruptcy or repossession of the vehicle. If a lien limit indicator is set, TRUST will not allow the processing of additional liens for the vehicle. The lienholder can also request that the lien limit be removed when a financial problem is resolved or invoke the lien limit removal by using the electronic lien interface.

## **Registration Management (Functional Area 6)**

The Tennessee Department of Safety, Division of Title and Registration is responsible for the registration of vehicles owned by Tennessee residents/businesses that are to be operated on public roadways. Non-Tennessee residents meeting certain criteria are also required to register their vehicle(s) in Tennessee. In addition, any person operating a vehicle under the terms of a lease agreement for a specified period of time, with the written consent of the owner and other evidence of possession, may register the vehicle and be considered the lawful holder of the registration. The issuance of a valid registration permits the vehicle to be legally operated for a specified period of time. In certain counties an emissions test must be passed before a valid registration can be issued. Registration of a vehicle can occur while a customer is waiting for the issuance of a title to be completed.

When a vehicle is registered, a license plate, decals, and registration documents are typically issued as proof of valid registration. At the time a vehicle's registration expires the registration must be renewed. Prior to a registration's expiration, TRUST will validate registrant addresses and generate notices of renewals to be sent to the registrant. Dealers are not required to register vehicles being held for resale. Dealer plates are issued for use when these vehicles are operated on public roadways for the purposes of demonstrations, dealer preparation, transporting, etc.

The registration management functional area is responsible for the recording and maintaining all information related to a registration, including customer, vehicle, and ownership information. The issuance of controlled and non-controlled stock items associated with a registration (i.e. license plates, decals, etc.) is also supported. In addition,

information is maintained concerning the issuance of vehicle title and registration information for vehicles used by law enforcement for undercover activities and blind plates issued to government vehicles.

A registration will not be issued if the applicant for registration has a revoked driver license. A vehicle's registration will be revoked as a result of the revocation of the registrant's driver license. Driver license revocation information will be electronically obtained via an interface with the Tennessee Driver License system. The receipt of information indicating that the registrant's driver license has been reinstated will result in the reinstatement of registrations for all applicable vehicles.

As a service to the public, Tennessee allows the selection of a plate from several different cultural and specialty license plates. Certain plate classes also allow the customer to specify the characters to be embossed on the plate. TRUST will provide the ability to pre-screen personalized plate requests to prevent inappropriate numbering and lettering combinations from being issued. A customer can obtain a cultural or specialty license plate at the time of registration or request to change their license plate anytime during an existing registration period. A temporary operating permit may be issued at the time of registration pending the receipt of the customer's license plate. Once issued, TRUST will track the customer's right to use the numbering and lettering combinations on a personalized plate for future registration periods.

Selected plates require that either the registrant or the vehicle meet certain qualifications before the plate can be issued for registration purposes. In addition, some vehicle types and the characteristics of that vehicle may require that specific plates be issued. TRUST will provide the means to validate that the appropriate plate criteria has been met prior to the completion of vehicle registration and the issuance of the plate to a customer.

An interface will provide the IRP VISTA System with TRUST titling data to support the registration for apportioned vehicles. After the completion of registration within the IRP VISTA System, TRUST will receive apportioned vehicle ownership and leasing information, the control numbers for all license plates and associated decals issued, and information on fees collected. This information will be validated and recorded in TRUST.

This functional area is also responsible for the issuance of dealer plates and for tracking the issuance of this plate class. Depending on the type of dealer, the dealer must have either a valid license from the Motor Vehicle Commission (MVC) or a local business tax license for dealer prep and miscellaneous dealer types. The number of dealer plates that can be issued to a dealer is based on the type of dealer and the dealer's volume of sales.

An interface with the MVC will be established to electronically obtain dealer license information, as well as, information on the volume of sales. This information will be used to verify the dealer's license is in good standing and to determine the number of dealer plates that can be issued to a dealer. The issuance of a dealer plate can be revoked as a result of the expiration of a dealer's license. If the dealer's license expires or is no longer valid, all dealer plates issued to the dealer will be revoked. If the dealer's MVC license is reinstated, the dealer's plates will also be reinstated.

## **Permit and Placard Management (Functional Area 7)**

The Tennessee Department of Safety, Division of Title and Registration issues several different types of permits and placards. The permit and placard management functional area is responsible for maintaining and tracking information related to the issuance and renewal of various types of permits, placards, and decals related to the operation of a vehicle.

Specific processes have been defined for this functional area to handle the major permits, placards, and decals currently issued. Processes have been defined for temporary operating permits, non-resident permits, disabled placards, drive out tags, hearing impaired decals, and farm permits. The TRUST must provide the flexibility to easily expand these processes to support the issuance of additional permit, placard and other control stock items.

Selected permits, placards, or decals require that either the customer, owner of the vehicle, or the vehicle itself meet certain qualifications. In addition, some vehicle types and the characteristics of that vehicle may require that a



specific type of permit be issued. TRUST will provide the means to validate that the appropriate criteria have been met prior to the issuance of any permit, placard or decal.

The issuance of all permits, placards, or decals will be tracked. Each permit, placard, and decal is assigned a control number to uniquely identify the item. This control number is printed on the item. Certain types of permits and decals may be created on demand and the ability to generate and assign this number will be supported by TRUST.

### **Customer Management (Functional Area 8)**

The customer management functional area is responsible for tracking information provided to customers and for maintaining current information for all external customers conducting business with the Tennessee Department of Safety, Division of Title and Registration. TRUST will establish a customer database that contains customer name, address, and demographic information. Customers can be categorized as individuals, dealers, private businesses, local, state and federal government agencies. The definition of a customer can also be extended to include lienholders, insurance companies and others that have been defined as having unique business relationships with information captured in TRUST.

TRUST will provide the ability for users to easily access customer information based upon a unique customer identification number and Soundex capabilities. Users will be provided the ability to select the appropriate customer (if available) conducting business with TRUST when performing data entry. This will reduce data entry and improve data integrity when completing TRUST activities. The customer database will also be used to capture customer specific information that is necessary to support completion of various TRUST activities. Some examples of customer specific information are the designation of a customer as a fleet business, tracking a customer's rights to a personalized license plate, and recording licensing information for businesses categorized as dealers.

An interface with the Tennessee Department of Health will supply TRUST with death notice information. Data from this interface will be used to identify customers reported as deceased and the date of death will be recorded. In an effort to prevent fraud, TRUST will use this death information to suppress the printing of renewals for registration and disabled placards.

Customers may complete a request for vehicle information to request TDOS to supply title and registration demographics. All requests for, or issuance of, customer information must comply with the Drivers Privacy Protection Act. These requests can be for single records or multiple records based on defined selection criteria. These requests can be filled by screen prints or data stored on various forms of media. Standardized and ad-hoc reporting functions will support the provision of this information to customers. TRUST will maintain a summary record of all information requests completed for each customer.

### **Cash Management (Functional Area 9)**

The cash drawer management functional area is responsible for the maintenance of all information related to cash drawer operations, customer refunds, fees and taxes assessed, money remitted from County Clerk offices to the TDOS, Division of Title and Registration, and fee and tax allocations to designated fund types. Cash drawer operations include tracking the assignment of staff and controlled stock items to cash drawer stations, the calculation and assessment of fees, taxes, and credits due for TRUST related activities, the tracking of all monetary transactions conducted at a cash drawer.

TRUST will maintain detailed audit trails when any form of tender is received, disbursed, or refunded or any controlled stock item is issued. At a minimum, the audit trail will include the identifier of the staff member performing the transaction, the nature, date, and time of the transaction, and the location where the transaction took place. TRUST will assist in the deterrence of fraud by preventing unauthorized staff members from accessing the system to perform cash drawer functions or issue controlled stock items. In order for a cash drawer to be closed and balanced, both the monetary value of the cash drawer and the count of remaining controlled stock items assigned to the cash drawer must be reconciled.

Cash drawer operations must provide for the capability for the integration of automated point of service equipment. This equipment will automate check franking, credit card validation, and printing of receipt information. Point of service equipment will be used to automate the collection and receipting of payments received at each cash drawer station. The collection of information for any refund made at a cash drawer station will also be automated.

Cash drawer functions of stock and monetary reconciliation, balancing, and reporting will provide options to consolidate cash drawer activities at different operational levels. Options will be provided to perform these functions by individual cash drawer station, by selecting multiple cash drawer stations, for all cash drawers at an office location, for cash drawers at all locations for an office, and statewide. An automated bank deposit reconciliation process for cash drawer and remittances will also be supported. In addition, the capability to track and easily associate a dishonored check with the originating activity will be provided.

For each activity performed at a County Clerk office, TRUST will record and track the remittance of the State's portion of fees and taxes. TDOS will be provided the ability to receipt the remittances and reconcile each remittance back to the activity level. Penalties and waivers for the late remittance of activity fees and taxes will also be tracked. Activity information will be used to determine the appropriate distribution of all fees and taxes collected to the appropriate state fund types. An interface with the State's financial system will support the automated transfer of these fees and taxes to the appropriate accounts.

### **Plate and Stock Management (Functional Area 10)**

The plate and stock management functional area supports the ordering, shipment, and inventory of license plates, controlled stock, and non-controlled stock items for the Tennessee Department of Safety, Division of Title and Registration (TDOS) and County Clerk office locations. License plate inventory will be tracked through each step of an individual plate's lifecycle, beginning from the time it is placed on order until it becomes obsolete. Controlled stock will also be tracked at the individual item level. Non-controlled stock is tracked based on a summary of quantity on hand. The automated tracking of inventory levels will provide the information necessary to hold each office accountable for the inventory assigned to its office locations.

Each type of plate is assigned a unique class code for identification purposes. The class code combined with the first year of production is used to uniquely identify a type of plate. TRUST will maintain a license plate master record for each license plate authorized for issuance by the Tennessee legislature. This master record includes detailed specifications and qualification criteria for a specified plate class and issue year. Eligibility lists identifying customers that are pre-qualified to receive certain cultural or specialized plate types can be entered and maintained in the system.

TRUST will provide the ability to forecast inventory needs and reorder levels based on usage statistics and current trends. These forecasting reports will assist TDOS staff in determining the type of plates and quantity of each type to be included on plate production orders. An interface with the plate supplier will support the electronic placement of production orders and the transmittal of plate production specifications. Shipping instructions for plates stockpiled by the plate supplier will also be sent via this interface. The interface will permit the plate supplier to provide periodic plate production updates to the State. Plate production information will be used to track the plates held in inventory at the plate supplier location.

TRUST will track and control the movement of all inventory items between offices. Each office will have the ability to submit orders to TDOS to request the replenishment of plate, controlled, and non-controlled stock items. Only TDOS staff is authorized to place license plate orders with the plate supplier. In addition, TDOS staff must approve the transfer of any inventory items between offices. Each office will have the authority to transfer inventory items between its own office locations.

**Attachment D: Process Model****Process Model Table of Contents**

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**Functional Areas:**

- 1 Administrative Office Management**
  - 1.1 Administrative Officer Maintenance
    - 1.1.1 Record County Clerk Information
    - 1.1.2 Update County Clerk Information
    - 1.1.3 Record TDOS Admin Head Information
    - 1.1.4 Update TDOS Admin Head Information
  - 1.2 Office Maintenance
    - 1.2.1 Add Office Location
    - 1.2.2 Update Office Location Information
    - 1.2.3 Remove Obsolete Office Location
    - 1.2.4 Update Operating Hours
    - 1.2.5 Add Office Address
    - 1.2.6 Update Office Address
    - 1.2.7 Remove Obsolete Address
  - 1.3 Staff Maintenance
    - 1.3.1 Update Staff Information
    - 1.3.2 Transfer Staff to Another Office
    - 1.3.3 Add Staff to Office Location
- 2 Work in Progress**
  - 2.1 Activity Maintenance
    - 2.1.1 Receive Activity Request
    - 2.1.2 Record Additional Activity Information
    - 2.1.3 Reject Activity
    - 2.1.4 Void Activity
    - 2.1.5 Record Override
    - 2.1.6 Authorize Override
    - 2.1.7 Record Deficiency
    - 2.1.8 Record Deficiency Resolution
    - 2.1.9 Capture Additional Supporting Document
    - 2.1.10 Issue Letter
    - 2.1.11 Record Comment
    - 2.1.12 Revise Comment
    - 2.1.13 Remove Obsolete Activity
  - 2.2 Work Assignment Maintenance
    - 2.2.1 Assign Work to Staff Member
    - 2.2.2 Acknowledge Assignment

- 2.2.3 Record Action Taken
- 2.2.4 Reprioritize Assignment
- 2.2.5 Remove Obsolete Assignment

### **3 Case Management**

- 3.1 Anti Theft Case Maintenance
  - 3.1.1 Receive Case Referral
  - 3.1.2 Image Case Supporting Document
  - 3.1.3 Record Case Note
  - 3.1.4 Update Status of Case
  - 3.1.5 Remove Obsolete Case
- 3.2 Maintain VIN Replacement Case
  - 3.2.1 Issue Replacement VIN Plate
  - 3.2.2 Update Status for Lost VIN Plate
- 3.3 Maintain Intelligence Case
  - 3.3.1 Identify VIN Under Investigation
  - 3.3.2 Change Action to be Taken
  - 3.3.3 Close Vehicle Investigation
- 3.4 Maintain Vehicle Inspection Case
  - 3.4.1 Request Inspection
  - 3.4.2 Record the Inspection Results
  - 3.4.3 Issue Anti Theft Inspection Decal
  - 3.4.4 Record Inspection Waiver
  - 3.4.5 Assign TN VIN to Vehicle

### **4 Title Management**

- 4.1 Surety Bond Maintenance
  - 4.1.1 Prepare Corporate Surety Bond
  - 4.1.2 Prepare a Personal Surety Bond
  - 4.1.3 Record County Clerk Receipt of Surety Bond
  - 4.1.4 Record TDOS Receipt of Surety Bond
  - 4.1.5 Record TDOS Signature on Surety Bond
- 4.2 Title Issuance Maintenance
  - 4.2.1 Record Original Title for New Vehicle
  - 4.2.2 Record Original or Rebuilt Title for Pre-Owned Vehicle never Titled in Tennessee
  - 4.2.3 Record Original or Rebuilt Title for Pre-Owned Vehicle Previously Titled in Tennessee
  - 4.2.4 Record Original or Rebuilt Title for Vehicle with Registration Complete
  - 4.2.5 Title Salvage or Non-Repairable Vehicle never Titled in TN
  - 4.2.6 Title Salvage or Non-Repairable Vehicle Previously Titled in TN
  - 4.2.7 Title a Rebuilt Vehicle never Titled in TN
  - 4.2.8 Title a Rebuilt Vehicle Previously Titled in TN
  - 4.2.9 Title New Multi Unit Vehicle with One MSO
  - 4.2.10 Title pre-owned, multi unit vehicle previously titled as one vehicle & never titled in TN
  - 4.2.11 Title pre-owned, multi unit vehicle originally titled as one vehicle & previously titled in TN
  - 4.2.12 Title new multi unit vehicle with multiple MSO(s)
  - 4.2.13 Title pre-owned, multi unit vehicle originally titled as individual vehicles & never titled in TN
  - 4.2.14 Title pre-owned, multi unit vehicle originally titled as individual vehicles & previously titled in TN
- 4.3 General Title Maintenance
  - 4.3.1 Issue Duplicate Title
  - 4.3.2 Revoke Title
  - 4.3.3 Correct Title
  - 4.3.4 Record Title Surrendered
  - 4.3.5 Record Title Destroyed
  - 4.3.6 Print Title
  - 4.3.7 Void Title Paper
- 4.4. TDS Sticker Maintenance
  - 4.4.1 Record Lost TDS Sticker
  - 4.4.2 Record Replacement of TDS Sticker

- 4.5 Vehicle 'Stop' Maintenance
  - 4.5.1 Record Abandoned Vehicle
  - 4.5.2 Record Release of Abandoned Vehicle
  - 4.5.3 Record Administrative 'Stop' on Vehicle
  - 4.5.4 Remove Administrative 'Stop' on Vehicle
  - 4.5.5 Record Law Enforcement 'Stop' on Vehicle
  - 4.5.6 Remove Law Enforcement Interface 'Stop' on Vehicle
- 5 Lien Management**
  - 5.1 Noting of Lien Maintenance
    - 5.1.1 Noting of Lien with a Priority of 1
    - 5.1.2 Noting of Additional Lien
    - 5.1.3 Noting of Lien Refinancing
    - 5.1.4 Discharge Lien
    - 5.1.5 Record Lien Limit
    - 5.1.6 Remove Lien Limit
    - 5.1.7 Remove Obsolete Lien
  - 5.2 Lienholder Maintenance
    - 5.2.1 Change Lienholder Information on Lien
    - 5.2.2 Update Lienholder Information
    - 5.2.3 Remove Obsolete Lienholder
- 6 Registration Management**
  - 6.1 Original Registration Maintenance
    - 6.1.1 Establish Original Registration and Issue Plate
    - 6.1.2 Establish Original Registration and Issue TOP
    - 6.1.3 Establish Forced Registration and Issue Plate
    - 6.1.4 Establish Registration and Issue Plate with Incomplete Titling Package
    - 6.1.5 Establish Registration and Issue TOP with Incomplete Titling Package
    - 6.1.6 Record Reassignment of Registration
    - 6.1.7 Record Reassignment of Registration with Incomplete Titling Package
  - 6.2 Renewal Maintenance
    - 6.2.1 Record Renewal of Registration
    - 6.2.2 Record Late Renewal of Registration
    - 6.2.3 Record Re-Registration and Change in Plate
  - 6.3 General Registration Maintenance
    - 6.3.1 Invalidate Registration for Change in Ownership
    - 6.3.2 Revoke Registration
    - 6.3.3 Reinstate Registration
    - 6.3.4 Record Lost Registration Decal(s)
    - 6.3.5 Record Issuance of Replacement Registration Decal(s)
  - 6.4 Registered Plate Maintenance
    - 6.4.1 Record Issuance of Duplicate or Replacement Plate
    - 6.4.2 Assign Plate to Registration (replace TOP)
    - 6.4.3 Issue Blind Plate
    - 6.4.4 Record Lost Plate
    - 6.4.5 Record Return of Plate
    - 6.4.6 Record Plate Obsolescence
  - 6.5 Undercover Vehicle Maintenance
    - 6.5.1 Establish Undercover Vehicle
    - 6.5.2 Remove Obsolete Undercover Vehicle
    - 6.5.3 Issue Plate for Out of State Undercover Use
    - 6.5.4 Issue Plate to Out of State Undercover Vehicle
  - 6.6 Dealer Plate Maintenance
    - 6.6.1 Record Issuance of Dealer Plate
    - 6.6.2 Revoke Dealer Plate
    - 6.6.3 Reinstate Dealer Plate Issued to Dealer
    - 6.6.4 Record Lost Issued Dealer Plate

- 6.6.5 Issue Replacement Dealer Plate
- 6.6.6 Record Lost Dealer Plate
- 6.6.7 Return Lost Dealer Plate to Inventory
- 6.6.8 Remove Obsolete Dealer Plate
- 7 Permit And Placard Management**
  - 7.1 Temporary Operating Permit Maintenance
    - 7.1.1 Issue Temporary Operating Permit
    - 7.1.2 Record Lost Issued Temporary Operating Permit
    - 7.1.3 Issue Replacement Temporary Operating Permit
    - 7.1.4 Remove Obsolete Temporary Operating Permit
  - 7.2 Farm Permit Maintenance
    - 7.2.1 Issue Farm Permit
    - 7.2.2 Record Lost Issued Farm Permit
    - 7.2.3 Issue Replacement Farm Permit
    - 7.2.4 Remove Obsolete Farm Permit
  - 7.3 Non Resident Permit Maintenance
    - 7.3.1 Issue Non Resident Permit
    - 7.3.2 Record Lost Issued Non Resident Permit
    - 7.3.3 Issue Replacement Non Resident Permit
    - 7.3.4 Remove Obsolete Non Resident Permit
  - 7.4 Disabled Placard Maintenance
    - 7.4.1 Issue Disabled Placard
    - 7.4.2 Renew Disabled Placard
    - 7.4.3 Revoke Disabled Placard
    - 7.4.4 Reinstate Disabled Placard
    - 7.4.5 Record Lost Issued Disabled Placard
    - 7.4.6 Issue Replacement Disabled Placard
    - 7.4.7 Remove Obsolete Disabled Placard
  - 7.5 Hearing Impaired Decal Maintenance
    - 7.5.1 Issue Hearing Impaired Decal
    - 7.5.2 Record Lost Issued Hearing Impaired Decal
    - 7.5.3 Issue Replacement Hearing Impaired Decal
    - 7.5.4 Remove Obsolete Hearing Impaired Decal
  - 7.6 Drive Out Tag Maintenance
    - 7.6.1 Issue Drive Out Tag to Dealer
    - 7.6.2 Revoke Drive Out Tag Issued to Dealer
    - 7.6.3 Reinstate Drive Out Tag Issued to Dealer
    - 7.6.4 Remove Obsolete Drive Out Tag
- 8 Customer Management**
  - 8.1 Customer Maintenance
    - 8.1.1 Update Customer Information
    - 8.1.2 Remove Obsolete Customer
    - 8.1.3 Designate Business as a Fleet
    - 8.1.4 Record Relinquished Personalized Plate Right
  - 8.2 Information Request Maintenance
    - 8.2.1 Provide Information to Customer
    - 8.2.2 Remove Obsolete Information Request
- 9 Cash Management**
  - 9.1 Cash Drawer Maintenance
    - 9.1.1 Open Cash Drawer & Assign Staff
    - 9.1.2 Change Staff Member Assignment
    - 9.1.3 Assign Controlled and Plate Stock
    - 9.1.4 Release Controlled and Plate Stock
    - 9.1.5 Record Instant Refund
    - 9.1.6 Close Cash Drawer
    - 9.1.7 Record Ending Cash Balance

- 9.1.8 Record Monetary Adjusting Entry
- 9.1.9 Record Approval of Monetary Adjusting Entry
- 9.1.10 Record Assigned Item Adjusting Entry
- 9.1.11 Record Approval of Assigned Item Adjusting Entry
- 9.1.12 Record Completion of Reconciliation
- 9.2 Payment Maintenance
  - 9.2.1 Assessment of Fees for Services
  - 9.2.2 Record Receipt of Payment at Cash Drawer
  - 9.2.3 Record Bad Check
  - 9.2.4 Record Receipt of Cash (in the TDOS Mail Room)
  - 9.2.5 Record Deposit
- 9.3 County Fee Remittance
  - 9.3.1 Record County Remittance of Fees
  - 9.3.2 Record TDOS Receipt of County Remittance
  - 9.3.3 Assess Remittance Penalty
  - 9.3.4 Record Penalty Waiver
  - 9.3.5 Record Request for Remittance Waiver
  - 9.3.6 Record TDOS Action on Remittance Waiver
- 9.4 Refund Maintenance
  - 9.4.1 Initiate Refund Request
  - 9.4.2 Record County Clerk Refund Recommendation
  - 9.4.3 Record County Clerk Supervisor Refund Authorization
  - 9.4.4 Record TDOS Refund Recommendation
  - 9.4.5 Record TDOS Supervisor Refund Authorization
  - 9.4.6 Designate Funding Source for Refund
  - 9.4.7 Record Refund Issued

## **10 Plate and Stock Management**

- 10.1 Plate Master Maintenance
  - 10.1.1 Record Legislative Authorized Plate Information
  - 10.1.2 Update Legislative Authorized Plate Information
  - 10.1.3 Establish Plate Master
  - 10.1.4 Update Plate Master
  - 10.1.5 Receive Art Work for Plate Master
  - 10.1.6 Capture Plate Master Image
  - 10.1.7 Designate Plate Number Format
  - 10.1.8 Send Plate Master Specifications to Plate Supplier
  - 10.1.9 Record Receipt of Sample
  - 10.1.10 Record TDOS Action for a Sample
  - 10.1.11 Record Plate Cost
  - 10.1.12 Authorize Plate Production
  - 10.1.13 Designate No More Production
  - 10.1.14 Designate Plate as Obsolete
  - 10.1.15 Remove Obsolete Plate Master
- 10.2 Cultural/Specialty Master Plate Maintenance
  - 10.2.1 Establish Cultural/Specialty Plate Master
  - 10.2.2 Send Sample to Organization for Approval
  - 10.2.3 Record Organization Action for a Sample
- 10.3 Eligibility List Maintenance
  - 10.3.1 Create New Eligibility List
  - 10.3.2 Add Customer to Eligibility List
  - 10.3.3 Update Eligibility List
  - 10.3.4 Remove Obsolete Eligibility List
- 10.4 Plate Order Maintenance
  - 10.4.1 Record Personalized Plate Reservation
  - 10.4.2 Cancel Personalized Plate Reservation
  - 10.4.3 Approve Personalized Plate or Plate for Eligibility List to be Manufactured

- 10.4.4 Create Plate Order
- 10.4.5 Cancel Plate Order
- 10.4.6 Revise Plate Order
- 10.4.7 Record TDOS Action for Plate Order
- 10.4.8 Record Shipment of Plate Order Between Offices
- 10.4.9 Record Receipt of Plate Order
- 10.4.10 Remove Obsolete Plate Order
- 10.5 Plate Inventory General Maintenance
  - 10.5.1 Remove Plate from Inventory
  - 10.5.2 Return Plate to Inventory
  - 10.5.3 Update Controlled Stock Inventory Controls
- 10.6 Plate Production Maintenance
  - 10.6.1 Establish Plate Supplier
  - 10.6.2 Revise Plate Supplier Information
  - 10.6.3 Issue Blanket Order to Plate Supplier
  - 10.6.4 Issue Production Order to Plate Supplier
  - 10.6.5 Revise Production Order to Plate Supplier
  - 10.6.6 Cancel Production Order to Plate Supplier
  - 10.6.7 Receive Plate Production Information
  - 10.6.8 Receive Revised Plate Production Information
  - 10.6.9 Send Shipment Order to Plate Supplier
  - 10.6.10 Receive Shipping Information from Plate Supplier
  - 10.6.11 Revise Shipping Information from Plate Supplier
  - 10.6.12 Remove Obsolete Supplier Order
- 10.7 General Shipment Maintenance
  - 10.7.1 Record Shipment Lost in Transit
  - 10.7.2 Record Order Received at Wrong Office
  - 10.7.3 Record Reshipment of Order
- 10.8 Stock Inventory General Maintenance
  - 10.8.1 Add Stock Item Master for New Controlled Stock
  - 10.8.2 Remove Controlled Stock Item from Inventory
  - 10.8.3 Return Controlled Stock Item to Inventory
  - 10.8.4 Update Controlled Stock Inventory Controls
  - 10.8.5 Add Stock Item Master for New Non Controlled Stock
  - 10.8.6 Update Non Controlled Stock Inventory Controls
  - 10.8.7 Record Adjustment to Non Controlled Stock
  - 10.8.8 Remove Obsolete Stock Item Master
- 10.9 Stock Order Maintenance
  - 10.9.1 Create Stock Order
  - 10.9.2 Cancel Stock Order
  - 10.9.3 Revise Stock Order
  - 10.9.4 Record TDOS Action for Stock Order
  - 10.9.5 Record Stock Order Shipment
  - 10.9.6 Record Receipt of Stock Order
  - 10.9.7 Remove Obsolete Stock Order



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## **Functional Areas**

### **1 Administrative Office Management**

#### **1.1 Administrative Officer Maintenance**

##### **1.1.1 Record County Clerk Information**

The purpose of this process is to record information about a County Clerk and its primary office location.

Pre Condition: This occurrence of COUNTY CLERK does not exist.

Post Condition: This occurrence of COUNTY CLERK, OFFICE, and one or more occurrences of OFFICE ADDRESS and OPERATING TIME is created.

##### **1.1.2 Update County Clerk Information**

The purpose of this process is to update information about a County Clerk.

Pre Condition: This occurrence of COUNTY CLERK must exist.

Post Condition: This occurrence of COUNTY CLERK is updated.

##### **1.1.3 Record TDOS Admin Head Information**

The purpose of this process is to record information about a Tennessee Department of Safety administrative head.

Pre Condition: This occurrence of TDOS ADMINISTRATIVE HEAD does not exist.

Post Condition: This occurrence of TDOS ADMINISTRATIVE HEAD, OFFICE, and one or more occurrences of OFFICE ADDRESS and OPERATING TIME is created.

##### **1.1.4 Update TDOS Admin Head Information**

The purpose of this process is to update information about a Tennessee Department of Safety Administrative head.

Pre Condition: This occurrence of TDOS ADMINISTRATIVE HEAD must exist.

Post Condition: This occurrence of TDOS ADMINISTRATIVE HEAD is updated.

#### **1.2 Office Maintenance**

##### **1.2.1 Add Office Location**

The purpose of this process is to add an office to a County Clerk or Tennessee Department of Safety Administrative Head.

Pre Condition: This occurrence of COUNTY CLERK or TDOS ADMINISTRATIVE HEAD must exist.

Post Condition: This occurrence of OFFICE and one or more OPERATING TIME and OFFICE ADDRESS is created.

#### 1.2.2 Update Office Location Information

The purpose of this process is to update information about a County Clerk's or TDOS Administrative Head's office location.

Pre Condition: This occurrence of COUNTY CLERK or TDOS ADMINISTRATIVE HEAD must exist. This occurrence of OFFICE must exist.

Post Condition: This occurrence of OFFICE is updated.

#### 1.2.3 Remove Obsolete Office Location

The purpose of this process is to remove obsolete office location information for a County Clerk's or TDOS Administrative Head that is no longer of interest to TRUST.

Pre Condition: This occurrence of OFFICE must exist. This occurrence of OFFICE can not have related occurrences of STAFF.

Post Condition: This occurrence of OFFICE and related entities are deleted.

Implementation Consideration: A business rule will be defined to control the archival and automated deletion of TRUST information.

#### 1.2.4 Update Operating Hours

The purpose of this process is to update hours of operation for a County Clerk's or TDOS Administrative Head's office location.

Pre Condition: This occurrence of OFFICE and one or more OPERATING TIME must exist.

Post Condition: One or more occurrences of OPERATING TIME is updated, created and/or deleted.

#### 1.2.5 Add Office Address

The purpose of this process is to add an additional address for a County Clerk's or TDOS Administrative Head's office.

Pre Condition: This occurrence of OFFICE must exist. This occurrence of OFFICE ADDRESS does not exist.

Post Condition: This occurrence of OFFICE ADDRESS is created.

#### 1.2.6 Update Office Address

The purpose of this process is to update address information for a County Clerk's or TDOS Administrative Head's office.

Pre Condition: This occurrence of OFFICE ADDRESS must exist.

Post Condition: This occurrence of OFFICE ADDRESS is updated.

#### 1.2.7 Remove Obsolete Address

The purpose of this process is to remove an address for a County Clerk's or TDOS Administrative Head's office that is no longer of interest to TRUST.

Pre Condition: This occurrence of OFFICE ADDRESS must exist.

Post Condition: This occurrence of OFFICE ADDRESS is deleted.

Implementation Consideration: A business rule will be defined to control the archival and automated deletion of TRUST information.

### **1.3 Staff Maintenance**

#### **1.3.1 Update Staff Information**

The purpose of this process is to update information about a staff member assigned to a County Clerk's or TDOS Administrative Head's office location.

Pre Condition: This occurrence of STAFF must exist.

Post Condition: This occurrence of STAFF is updated.

#### **1.3.2 Transfer Staff to Another Office**

The purpose of this process is to transfer a County Clerk's or TDOS Administrative Head's staff member to another one of its office locations.

Pre Condition: This occurrence of STAFF and both occurrences of OFFICE must exist.

Post Condition: This occurrence of STAFF and both occurrences of OFFICE are updated.

#### **1.3.3 Add Staff to Office Location**

The purpose of this process is to add a staff member to an office location.

Pre Condition: This occurrence of OFFICE must exist. This occurrence of STAFF does not exist.

Post Condition: This occurrence of STAFF is created.

## **2 Work in Progress**

### **2.1 Activity Maintenance**

#### **2.1.1 Receive Activity Request**

The purpose of this process is to record the receipt of an activity, edit and capture valid information (data) necessary to support TRUST processing of the activity, capture the image of any related supporting documents, relate the activity to payment(s) received, and assign the activity to a staff member.

Pre Condition: This occurrence of ACTIVITY does not exist. An occurrence of OFFICE and STAFF must exist. One or more occurrences of PAYMENT may exist.

Post Condition: This occurrence of ACTIVITY, ACTIVITY STATUS, STAFF ASSIGNMENT is created. One or more occurrences of SUPPORTING DOCUMENT may be created. This occurrence of ACTIVITY is related to OFFICE. One or more PAYMENT may be created.

Implementation Considerations:

Provide the ability to predefine by activity type and by location or statewide, the staff member that all activities of a specified type should be routed to.

Provide the ability to retrieve and edit previously recorded TRUST information related to an activity when additional information is received.

Provide the ability to retrieve previously recorded activity information from an encoded 2-D barcode.

#### 2.1.2 Record Additional Activity Information

The purpose of this process is to edit and capture additional valid information (data) related to an activity.

Pre Condition: This occurrence of ACTIVITY must exist.

Post Condition: This occurrence of ACTIVITY is updated.

Implementation Consideration: Provide the ability to retrieve activity information from a previously encoded 2-D barcode.

#### 2.1.3 Reject Activity

The purpose of this process is to record that an activity has been rejected and will not be processed.

Pre Condition: This occurrence of ACTIVITY must exist.

Post Condition: An occurrence of ACTIVITY STATUS is created. An occurrence of LETTER may be created. One or more occurrences of DEFICIENCY may be created.

#### 2.1.4 Void Activity

The purpose of this process is to record that an activity has been entered in error or is being voided at the customer's request.

Pre Condition: This occurrence of ACTIVITY must exist.

Post Condition: This occurrence of ACTIVITY STATUS is created.

Implementation Consideration: The ability to execute this process may be restricted to designated staff members.

#### 2.1.5 Record Override

The purpose of this process is to request an override and record the reason that the override should be authorized to permit an activity to be processed when an open case, vehicle stop or Law Enforcement Interface(s) indicates that no activities can occur related to this vehicle.

Pre Condition: This occurrence of ACTIVITY must exist. This occurrence of OVERRIDE does not exist.

Post Condition: This occurrence of OVERRIDE is created.

#### 2.1.6 Authorize Override

The purpose of this process is to record the approval or disapproval of an override to permit an activity to be processed when an open case, vehicle stop or Law Enforcement Interface(s) indicates that no activities can occur related to this vehicle.

Pre Condition: This occurrence of ACTIVITY and OVERRIDE must exist.

Post Condition: This occurrence of OVERRIDE is updated.

#### 2.1.7 Record Deficiency

The purpose of this process is to record one or more deficiencies related to an activity.

Pre Condition: This occurrence of ACTIVITY must exist. This occurrence of DEFICIENCY does not exist.

Post Condition: One or more occurrence of DEFICIENCY is created.

#### 2.1.8 Record Deficiency Resolution

The purpose of this process is to record the resolution of a deficiency related to an activity.

Pre Condition: This occurrence of ACTIVITY and DEFICIENCY must exist.

Post Condition: This occurrence of DEFICIENCY is updated.

#### 2.1.9 Capture Additional Supporting Document

The purpose of this process is to capture the image of a supporting document related to an activity.

Pre Condition: This occurrence of ACTIVITY must exist. This occurrence of SUPPORTING DOCUMENT does not exist.

Post Condition: This occurrence of SUPPORTING DOCUMENT is created.

#### 2.1.10 Issue Letter

The purpose of this process is to record the creation and distribution of a letter to a customer related to an activity.

Pre Condition: This occurrence of ACTIVITY must exist. This occurrence of LETTER does not exist. One or more occurrences of DEFICIENCY may exist.

Post Condition: This occurrence of LETTER is created.

#### 2.1.11 Record Comment

The purpose of this process is to record a free form text comment related to an activity.

Pre Condition: This occurrence of ACTIVITY must exist. This occurrence of COMMENT does not exist.

Post Condition: This occurrence of COMMENT is created.

#### 2.1.12 Revise Comment

The purpose of this process is to revise a free form text comment related to an activity.

Pre Condition: This occurrence of ACTIVITY and COMMENT must exist.

Post Condition: This occurrence of COMMENT may be updated or deleted.

#### 2.1.13 Remove Obsolete Activity

The purpose of this process is remove an obsolete activity and related information that is no longer of interest to TRUST.

Pre Condition: This occurrence of ACTIVITY must exist.

Post Condition: This ACTIVITY is disassociated from SUPPORTING DOCUMENT if SUPPORTING DOCUMENT is related to another TRUST entity. This occurrence of ACTIVITY and related information is deleted.

Implementation Consideration: A business rule will be defined to control the archival and automated deletion of TRUST information.

### 2.2 Work Assignment Maintenance

#### 2.2.1 Assign Work to Staff Member

The purpose of this process is to record information about the assignment of work to a staff member.

Pre Condition: An occurrence of STAFF ASSIGNMENT must exist. An occurrence of ACTIVITY and STAFF must exist. This occurrence of STAFF ASSIGNMENT does not exist (for the new assignment).

Post Condition: This occurrence of STAFF ASSIGNMENT is created (for the new assignment). An occurrence of ACTION is created. An occurrence of STAFF ASSIGNMENT is updated (to complete the previous assignment).

#### 2.2.2 Acknowledge Assignment

The purpose of this process is for a staff member to acknowledge that an assignment has been received.

Pre Condition: This occurrence of STAFF ASSIGNMENT must exist.

Post Condition: This occurrence of STAFF ASSIGNMENT is updated.

#### 2.2.3 Record Action Taken

The purpose of this process is to record action taken by a staff member to complete a work assignment.

Pre Condition: This occurrence of STAFF ASSIGNMENT must exist. This occurrence of ACTION does not exist.

Post Condition: This occurrence of ACTION is created. This occurrence of STAFF ASSIGNMENT may be updated (if assignment is completed).

#### 2.2.4 Reprioritize Assignment

The purpose of this process is for the reprioritization of a work assignment made to a staff member.

Pre Condition: This occurrence of STAFF ASSIGNMENT must exist.

Post Condition: This occurrence of STAFF ASSIGNMENT is updated.

#### 2.2.5 Remove Obsolete Assignment

The purpose of this process is to remove an assignment that is no longer of interest to TRUST.

Pre Condition: This occurrence of STAFF ASSIGNMENT must exist.

Post Condition: This occurrence of STAFF ASSIGNMENT is deleted. One or more occurrences of ACTION are deleted.

Implementation Consideration: A business rule will be defined to control the archival and automated deletion of TRUST information.

## 3 Case Management

### 3.1 Anti Theft Case Maintenance

#### 3.1.1 Receive Case Referral

The purpose of this process is to establish an Anti Theft case and to record information concerning the case.

Business Rule: A case can be referred to the Anti Theft staff from work in progress related to requests for titles for special constructed vehicles and salvage vehicles. In addition, cases may be established as a result of calls received from CID or law enforcement officials requesting intelligence assistance.

Pre Condition: This occurrence of CASE does not exist. An occurrence of ACTIVITY may exist. This occurrence of VEHICLE related to the CASE may exist.

Post Condition: An occurrence of CASE is created and related to VEHICLE if it exists and related to ACTIVITY if one exists. An occurrence of CASE STATUS is created. One or more occurrences of SUPPORTING DOCUMENT may be created.

Implementation Consideration:

Provide the ability to retrieve information for a previously recorded case, to edit the information, and to create a new case.

Provide the ability to establish multiple cases using the same information.

The ability to execute this process may be restricted to designated Anti Theft staff members.

### 3.1.2 Image Case Supporting Document

The purpose of this process is to capture an image of a document that provides additional information for the case.

Pre Condition: This occurrence of CASE must exist. This occurrence of SUPPORTING DOCUMENT does not exist.

Post Condition: This occurrence of SUPPORTING DOCUMENT is created.

### 3.1.3 Record Case Note

The purpose of this process is to permit Anti Theft and CID staff members to record additional information related to this case and to document a contact that was made to obtain or receive additional information related to the case.

Pre Condition: This occurrence of CASE must exist. This occurrence of NOTE does not exist.

Post Condition: This occurrence of NOTE is created.

### 3.1.4 Update Status of Case

The purpose of this process is to record a change in status for the case.

Business Rule: Closing a case removes the implied 'stop' for processing an activity on a vehicle.

Pre Condition: This occurrence of CASE must exist. This occurrence of CASE STATUS does not exist.

Post Condition: This occurrence of CASE STATUS is created.

Implementation Consideration: The closing of a case may allow work in progress for an activity to proceed, example a title can be issued for a rebuilt vehicle.

### 3.1.5 Remove Obsolete Case

The purpose of this process is to remove all information related to an obsolete case that has been closed.

Pre Condition: This occurrence of CASE must exist.

Post Condition: This occurrence of CASE and CASE specific information is deleted.

Implementation Consideration: A business rule will be defined to control the archival and automated deletion of TRUST information.

## 3.2 Maintain VIN Replacement Case

### 3.2.1 Issue Replacement VIN Plate

The purpose of this process is to issue a VIN plate to replace a VIN plate that was lost or is missing from a vehicle.



Pre Condition: This occurrence of CASE, VEHICLE, ITEM and ACTIVITY must exist.

Post Condition: This occurrence of ITEM STATUS is created and ITEM is related to VEHICLE. An occurrence of CONTROLLED STOCK is updated. An occurrence of ACTIVITY STATUS may be created.

### 3.2.2 Update Status for Lost VIN Plate

The purpose of this process is to update the status of a VIN plate that was previously issued from stock to a vehicle and has been reported missing, lost, or destroyed.

Pre Condition: An occurrence of ACTIVITY may exist. This occurrence of ITEM must exist.

Post Condition: An occurrence of ITEM STATUS is created. An occurrence of ACTIVITY STATUS may be created.

## 3.3 Maintain Intelligence Case

### 3.3.1 Identify VIN Under Investigation

The purpose of this process is to identify and record that a vehicle (VIN) is under investigation and to specify the action to be taken in the event that titling and/or registration activities should be attempted for this vehicle (VIN).

Pre Condition: This occurrence of CASE must exist. An occurrence of VEHICLE may exist.

Post Condition: If an occurrence of VEHICLE exists, this occurrence of CASE is related to VEHICLE. If an occurrence of VEHICLE does not exist, an occurrence of WATCH FOR VIN is created. This occurrence of CASE is updated.

### 3.3.2 Change Action to be Taken

The purpose of this process is to change the action to be taken for a vehicle (VIN) that is under investigation in the event that title and/or registration activities are attempted for this vehicle (VIN).

Pre Condition: This occurrence of CASE must exist.

Post Condition: This occurrence of CASE is updated.

### 3.3.3 Close Vehicle Investigation

The purpose of this process is to document that the investigation related to a vehicle (VIN) has been closed and monitoring of titling and/or registration is no longer required.

Business Rule: Closing a vehicle investigation removes the implied 'stop' for processing an activity on a vehicle.

Pre Condition: This occurrence of CASE must exist.

Post Condition: An occurrence of CASE STATUS is created.

## 3.4 Maintain Vehicle Inspection Case

### 3.4.1 Request Inspection

The purpose of this process is to request the inspection of a vehicle.

Pre Condition: This occurrence of CASE must exist. This occurrence of INSPECTION does not exist.

Post Condition: This occurrence of INSPECTION is created.

#### 3.4.2 Record the Inspection Results

The purpose of this process is to record the results of the inspection.

Pre Condition: This occurrence of INSPECTION must exist.

Post Condition: This occurrence of INSPECTION is updated.

#### 3.4.3 Issue Anti Theft Inspection Decal

The purpose of this process is to record the issuance of an Anti Theft inspection decal for a vehicle that has passed inspection.

Pre Condition: This occurrence of CASE, INSPECTION, and ITEM must exist. This occurrence of VEHICLE may exist.

Post Condition: This occurrence of VEHICLE and VEHICLE DETAIL may be created. This occurrence of ITEM STATUS is created. This occurrence of ITEM is related to VEHICLE. An occurrence of CONTROLLED STOCK is updated.

#### 3.4.4 Record Inspection Waiver

The purpose of this process is to record a waiver of an inspection.

Pre Condition: This occurrence of CASE must exist.

Post Condition: This occurrence of CASE is updated. An occurrence of CASE STATUS is created.

#### 3.4.5 Assign TN VIN to Vehicle

The purpose of this process is to assign a vehicle identification number (TN VIN) to a vehicle that does not have a VIN number assigned to it for identification purposes.

Pre Condition: This occurrence of CASE and ITEM must exist. This occurrence of VEHICLE does not exist.

Post Condition: This occurrence of VEHICLE, VEHICLE DETAIL and ITEM STATUS is created. This occurrence of ITEM is related to VEHICLE. An occurrence of CONTROLLED STOCK is updated.

## **4 Title Management**

### **4.1 Surety Bond Maintenance**

#### **4.1.1 Prepare Corporate Surety Bond**

The purpose of this process is to prepare a corporate surety bond for a vehicle when the owner cannot establish a proper chain of ownership or to guarantee that there are no undisclosed security interests in a vehicle.

Pre Condition: This occurrence of ACTIVITY must exist. This occurrence of SURETY BOND does not exist.

Post Condition: An occurrence of SURETY BOND, SURETY BOND STATUS, and BONDING COMPANY is created. An occurrence of ACTIVITY STATUS and LETTER is created. One or more occurrences of SUPPORTING DOCUMENT may be created.

#### 4.1.2 Prepare a Personal Surety Bond

The purpose of this process is to prepare a personal surety bond for a vehicle when the owner cannot establish a proper chain of ownership or to guarantee that there are no undisclosed security interests in a vehicle. Two individuals are required to act as surety for a personal surety bond.

Pre Condition: This occurrence of ACTIVITY must exist. This occurrence of SURETY BOND does not exist.

Post Condition: An occurrence of SURETY BOND, SURETY BOND STATUS and at least 2 occurrences of SURETY is created. An occurrence of ACTIVITY STATUS and LETTER is created. One or more occurrences of SUPPORTING DOCUMENT may be created.

#### 4.1.3 Record County Clerk Receipt of Surety Bond

The purpose of this process is to record the receipt of a surety bond at a County Clerk's office.

Pre Condition: This occurrence of SURETY BOND must exist.

Post Condition: An occurrence of SURETY BOND STATUS is created.

#### 4.1.4 Record TDOS Receipt of Surety Bond

The purpose of this process is to record the receipt of a surety bond at TDOS office for signature and execution.

Pre Condition: This occurrence of SURETY BOND must exist.

Post Condition: An occurrence of SURETY BOND STATUS is created.

#### 4.1.5 Record TDOS Signature on Surety Bond

The purpose of this process is to record that a TDOS staff member has signed and executed a surety bond.

Pre Condition: This occurrence of SURETY BOND must exist.

Post Condition: This occurrence of SURETY BOND is updated. An occurrence of SURETY BOND STATUS is created.

### 4.2 Title Issuance Maintenance

#### 4.2.1 Record Original Title for New Vehicle

The purpose of this process is to record the issuance of an original title for a new vehicle.

Business Rule: The recording of mileage is required for selected vehicle types.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. This occurrence of VEHICLE and TITLE does not exist. An occurrence of CUSTOMER(s) may exist. If an occurrence of an open CASE, VEHICLE STOP or information received from a Law Enforcement Interface(s) indicates that processing should not occur, an OVERRIDE must exist.

Post Condition: An occurrence of VEHICLE, COST DETAIL, VEHICLE DETAIL, TITLE, and TITLE STATUS is created. One or more occurrences of SUPPORTING DOCUMENT may be related to TITLE. One or more occurrences of OWNERSHIP is created. One or more occurrences of CUSTOMER and CUSTOMER ADDRESS may be created. An occurrence of ODOMETER may be created. An occurrence of ACTIVITY STATUS is created.

If the vehicle type is ATV, issue TDS sticker:

Pre Condition: An occurrence of ITEM must exist.

Post Condition: An occurrence of ITEM STATUS is created. An occurrence of CONTROLLED STOCK is updated.

If the vehicle has one or more liens:

Pre Condition: This occurrence of LIEN does not exist. An occurrence of LIENHOLDER may exist.

Post Condition: One or more occurrences of LIEN is created. One or more occurrences of LIENHOLDER may be created.

#### 4.2.2 Record Original or Rebuilt Title for Pre-Owned Vehicle never Titled in Tennessee

The purpose of this process is to record the issuance of an original or rebuilt title for a pre-owned vehicle that has never been titled in Tennessee.

Business Rule: Once a vehicle is titled as a rebuilt, titling can occur without being a case and this process is used for subsequent titling of the vehicle. The recording of mileage is required for selected vehicle types.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. This occurrence of TITLE does not exist. An occurrence of CUSTOMER(s) may exist. An occurrence of SURETY BOND may exist. If an occurrence of a CASE, VEHICLE STOP or information received from a Law Enforcement Interface(s) indicates that processing should not occur, an OVERRIDE must exist.

Post Condition: An occurrence of VEHICLE, COST DETAIL, VEHICLE DETAIL, TITLE, and TITLE STATUS is created. One or more occurrences of SUPPORTING DOCUMENT may be related to title. An occurrence of SURETY BOND may be related to TITLE. One or more occurrences of OWNERSHIP is created. One or more occurrences of CUSTOMER and CUSTOMER ADDRESS may be created. One or more occurrences of PREVIOUS TITLE is created based on information received from an interface. An occurrence of ODOMETER may be created. An occurrence of ACTIVITY STATUS is created.

If the vehicle type is ATV, issue TDS sticker:

Pre Condition: An occurrence of ITEM must exist.

Post Condition: An occurrence of ITEM STATUS is created. An occurrence of CONTROLLED STOCK is updated.

If the vehicle has one or more liens:

Pre Condition: This occurrence of LIEN does not exist. An occurrence of LIENHOLDER may exist.

Post Condition: One or more occurrences of LIEN is created. One or more occurrences of LIENHOLDER may be created.

#### 4.2.3 Record Original or Rebuilt Title for Pre-Owned Vehicle Previously Titled in Tennessee

The purpose of this process is to record the titling of a pre-owned vehicle that has previously been titled in Tennessee.

Business Rule: Once a vehicle is titled as a rebuilt, titling can occur without being a case and this process is used for subsequent titling of the vehicle. The recording of mileage is required for selected vehicle types.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. This occurrence of TITLE does not exist. An occurrence of VEHICLE must exist. An occurrence of CUSTOMER(s) may exist. An occurrence of SURETY BOND may exist. If an occurrence of an open CASE, VEHICLE STOP or information received from a Law Enforcement Interface(s) indicates that processing should not occur, an OVERRIDE must exist.

Post Condition: An occurrence of COST DETAIL, TITLE, and TITLE STATUS is created. One or more occurrences of SUPPORTING DOCUMENT may be related to TITLE. An occurrence of VEHICLE DETAIL may be created. An occurrence of SURETY BOND may be related to TITLE. One or more occurrences of OWNERSHIP is created. One or more occurrences of CUSTOMER and CUSTOMER ADDRESS may be created. One or more occurrences of OWNERSHIP may be updated (to end previous ownership). One or more occurrences of PREVIOUS TITLE is created based on information received from an interface. An occurrence of ACTIVITY STATUS is created. An occurrence of ODOMETER may be created.

If the vehicle type is ATV, issue TDS sticker:

Pre Condition: An occurrence of ITEM must exist.

Post Condition: An occurrence of ITEM STATUS is created. An occurrence of CONTROLLED STOCK is updated.

If the vehicle has one or more liens:

Pre Condition: This occurrence of LIEN does not exist. An occurrence of LIENHOLDER may exist.

Post Condition: One or more occurrences of LIEN is created. One or more occurrences of LIENHOLDER may be created.

#### 4.2.4 Record Original or Rebuilt Title for Vehicle with Registration Complete

The purpose of this process is to record the issuance of an original or rebuilt title for a vehicle where the registration activity has previously been completed and recorded in TRUST.

**Business Rule:** Once a vehicle is titled as a rebuilt, titling can occur without being a case and this process is used for subsequent titling of the vehicle. The recording of mileage is required for selected vehicle types.

**Pre Condition:** This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. An occurrence of REGISTRATION related to this OWNERSHIP(s) of the VEHICLE must exist. This occurrence of VEHICLE and VEHICLE DETAIL must exist. This occurrence of TITLE does not exist. An occurrence of SURETY BOND may exist. If an occurrence of an open CASE, VEHICLE STOP or information received from a Law Enforcement Interface(s) indicates that processing should not occur, an OVERRIDE must exist.

**Post Condition:** An occurrence of COST DETAIL, TITLE, and TITLE STATUS is created. This occurrence of VEHICLE DETAIL may be updated. One or more occurrences of SUPPORTING DOCUMENT may be related to title. An occurrence of SURETY BOND may be related to TITLE. One or more occurrences of OWNERSHIP may be updated. One or more occurrences of PREVIOUS TITLE is created based on information received from a Law Enforcement Interface(s). An occurrence of ODOMETER may be created. An occurrence of ACTIVITY STATUS is created.

If the vehicle has one or more liens:

**Pre Condition:** This occurrence of LIEN does not exist. An occurrence of LIENHOLDER may exist.

**Post Condition:** One or more occurrences of LIEN is created. One or more occurrences of LIENHOLDER may be created.

#### 4.2.5 Title Salvage or Non-Repairable Vehicle never Titled in TN

The purpose of this process is to record the issuance of a salvage or non-repairable certificate for a pre-owned vehicle that has never been titled in Tennessee and to close the Anti-theft Case related to this VIN.

**Pre Condition:** This occurrence of ACTIVITY and CASE must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. This occurrence of TITLE does not exist. An occurrence of CUSTOMER(s) may exist. An occurrence of SURETY BOND may exist. If an open CASE, VEHICLE STOP or information received from Law Enforcement Interface(s) indicates that processing should not occur, an OVERRIDE must exist.

**Post Condition:** This occurrence of CASE is updated. An occurrence of VEHICLE, COST DETAIL, VEHICLE DETAIL, ODOMETER, TITLE, and TITLE STATUS is created. One or more occurrences of SUPPORTING DOCUMENT may be related to TITLE. An occurrence of SURETY BOND may be related to TITLE. One or more occurrences of OWNERSHIP is created. One or more occurrences of CUSTOMER and CUSTOMER ADDRESS may be created. One or more occurrences of PREVIOUS TITLE is created based on information received from an interface. An occurrence of ACTIVITY STATUS is created.

If the vehicle has one or more liens:

**Pre Condition:** This occurrence of LIEN does not exist. An occurrence of LIENHOLDER may exist.

**Post Condition:** One or more occurrences of LIEN is created. One or more occurrences of LIENHOLDER may be created.

#### 4.2.6 Title Salvage or Non-Repairable Vehicle Previously Titled in TN

The purpose of this process is to record the issuance of a salvage or non-repairable certificate for a pre-owned vehicle that has previously been titled in Tennessee and to close the Anti-theft Case related to this VIN.

Pre Condition: This occurrence of ACTIVITY and CASE must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. This occurrence of TITLE does not exist. An occurrence of VEHICLE must exist. An occurrence of CUSTOMER(s) may exist. An occurrence of SURETY BOND may exist. If an occurrence of open CASE, VEHICLE STOP or information received from a Law Enforcement Interface(s) indicates that processing should not occur, an OVERRIDE must exist.

Post Condition: An occurrence of CASE STATUS is created. An occurrence of COST DETAIL, ODOMETER, TITLE, and TITLE STATUS is created. One or more occurrences of SUPPORTING DOCUMENT may be related to TITLE. An occurrence of VEHICLE DETAIL may be created. An occurrence of SURETY BOND may be related to TITLE. One or more occurrences of OWNERSHIP is created. One or more occurrences of CUSTOMER and CUSTOMER ADDRESS may be created. One or more occurrences of OWNERSHIP may be updated (to end previous ownership). One or more occurrences of PREVIOUS TITLE is created based on information received from an interface. An occurrence of ACTIVITY STATUS is created.

If the vehicle has one or more liens:

Pre Condition: This occurrence of LIEN does not exist. An occurrence of LIENHOLDER may exist.

Post Condition: One or more occurrences of LIEN is created. One or more occurrences of LIENHOLDER may be created.

#### 4.2.7 Title a Rebuilt Vehicle never Titled in TN

The purpose of this process is to record the issuance of a rebuilt title for a pre-owned vehicle that has never been titled in Tennessee and has never been issued a rebuilt title before and to close the Anti-theft Case related to this VIN.

Pre Condition: This occurrence of ACTIVITY and CASE must exist. This occurrence of TITLE does not exist. An occurrence of CUSTOMER(s) may exist. An occurrence of SURETY BOND may exist. If an open CASE, VEHICLE STOP or information received from a Law Enforcement Interface(s) indicates that processing should not occur for the primary VIN and VINS for all component parts, an OVERRIDE must exist.

Post Condition: An occurrence of CASE STATUS is created. An occurrence of VEHICLE, COST DETAIL, ODOMETER, VEHICLE DETAIL, TITLE, and TITLE STATUS is created. One or more occurrences of SUPPORTING DOCUMENT may be related to TITLE. One or more occurrences of COMPONENT PART is created. An occurrence of SURETY BOND may be related to TITLE. One or more occurrences of OWNERSHIP is created. One or more occurrences of CUSTOMER and CUSTOMER ADDRESS may be created. One or more occurrences of PREVIOUS TITLE (for primary VIN only) is created based on information received from an interface. An occurrence of ACTIVITY STATUS is created.

If the vehicle has one or more liens:

Pre Condition: This occurrence of LIEN does not exist. An occurrence of LIENHOLDER may exist.

Post Condition: One or more occurrences of LIEN is created. One or more occurrences of LIENHOLDER may be created.

#### 4.2.8 Title a Rebuilt Vehicle Previously Titled in TN

The purpose of this process is to record the issuance of a rebuilt title for a pre-owned vehicle that has previously been titled in Tennessee and has never been issued a rebuilt title before and to close the Anti-theft Case related to this VIN.

Pre Condition: This occurrence of ACTIVITY and CASE must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. This occurrence of TITLE does not exist. An occurrence of VEHICLE must exist. An occurrence of CUSTOMER(s) may exist. An occurrence of SURETY BOND may exist. If an occurrence of an open CASE, VEHICLE STOP or information received from Law Enforcement indicates that processing should not occur for the primary VIN and VINS for all component parts, an OVERRIDE must exist.

Post Condition: An occurrence of CASE STATUS is created. An occurrence of COST DETAIL, ODOMETER, TITLE, and TITLE STATUS is created. One or more occurrences of SUPPORTING DOCUMENT may be related to TITLE. One or more occurrences of COMPONENT PART is created. An occurrence of VEHICLE DETAIL may be created. An occurrence of SURETY BOND may be related to TITLE. One or more occurrences of OWNERSHIP is created. One or more occurrences of CUSTOMER and CUSTOMER ADDRESS may be created. One or more occurrences of OWNERSHIP may be updated (to end previous ownership). One or more occurrences of PREVIOUS TITLE (for the primary VIN only) is created based on information received from an interface. An occurrence of ACTIVITY STATUS is created.

If the vehicle has one or more liens:

Pre Condition: This occurrence of LIEN does not exist. An occurrence of LIENHOLDER may exist.

Post Condition: One or more occurrences of LIEN is created. One or more occurrences of LIENHOLDER may be created.

#### 4.2.9 Title New Multi Unit Vehicle with One MSO

The purpose of this process is to record the issuance of an original title for a new multi unit vehicle that has one MSO/MCO.

Business Rule: The first VIN on the MSO/MCO is the VIN used for the vehicle.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. This occurrence of VEHICLE and TITLE does not exist. An occurrence of CUSTOMER(S) may exist. If an occurrence of an open CASE, VEHICLE STOP or information received from a Law Enforcement Interface(s) indicates that processing should not occur for any of the VINS related to the VEHICLE, an OVERRIDE must exist.

Post Condition: An occurrence of VEHICLE, COST DETAIL, VEHICLE DETAIL, TITLE, and TITLE STATUS is created. One or more occurrences of SUPPORTING DOCUMENT may be related to TITLE. One or more occurrences of OWNERSHIP is created. One or more occurrences of CUSTOMER and CUSTOMER ADDRESS may be created. An occurrence of ACTIVITY STATUS is created.

If the vehicle has one or more liens:

Pre Condition: This occurrence of LIEN does not exist. An occurrence of LIENHOLDER may exist.

Post Condition: One or more occurrences of LIEN is created. One or more occurrences of LIENHOLDER may be created.

#### 4.2.10 Title Pre-Owned, Multi Unit Vehicle Previously Titled as One Vehicle and Never Titled in Tennessee



The purpose of this process is to record the issuance of an original title for a pre-owned multi unit vehicle that was previously titled as one vehicle and has never been titled in Tennessee.

Business Rule: The first VIN on the out of state title is the VIN used for the vehicle.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. This occurrence of VEHICLE and TITLE does not exist. An occurrence of CUSTOMER(s) may exist. An occurrence of SURETY BOND may exist. If an occurrence of an open CASE, VEHICLE STOP or information received from a Law Enforcement Interface(s) indicates that processing should not occur for any VINS related to the VEHICLE, an OVERRIDE must exist.

Post Condition: An occurrence of VEHICLE, COST DETAIL, VEHICLE DETAIL, TITLE, and TITLE STATUS is created. One or more occurrences of SUPPORTING DOCUMENT may be related to title. An occurrence of SURETY BOND may be related to TITLE. One or more occurrences of OWNERSHIP is created. One or more occurrences of CUSTOMER and CUSTOMER ADDRESS may be created. One or more occurrences of PREVIOUS TITLE is created based on information received from an interface. An occurrence of ACTIVITY STATUS is created.

If the vehicle has one or more liens:

Pre Condition: This occurrence of LIEN does not exist. An occurrence of LIENHOLDER may exist.

Post Condition: One or more occurrences of LIEN is created. One or more occurrences of LIENHOLDER may be created.

#### 4.2.11 Title Pre-Owned, Multi Unit Vehicle Originally Titled as One Vehicle and Previously Titled in TN

The purpose of this process is to record the issuance of an original title for a pre-owned multi unit vehicle that was previously titled as one vehicle and has previously been titled in Tennessee.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. This occurrence of TITLE does not exist. An occurrence of VEHICLE must exist. An occurrence of CUSTOMER(s) may exist. An occurrence of SURETY BOND may exist. If an occurrence of an open CASE, VEHICLE STOP or information received from Law Enforcement Interface(s) indicates that processing should not occur for any VINS related to the VEHICLE, an OVERRIDE must exist.

Post Condition: An occurrence of COST DETAIL, TITLE, and TITLE STATUS is created. One or more occurrences of SUPPORTING DOCUMENT may be related to TITLE. An occurrence of VEHICLE DETAIL may be created. An occurrence of SURETY BOND may be related to TITLE. One or more occurrences of OWNERSHIP is created. One or more occurrences of CUSTOMER and CUSTOMER ADDRESS may be created. One or more occurrences of OWNERSHIP may be updated (to end previous ownership). One or more occurrences of PREVIOUS TITLE is created based on information received from an interface. An occurrence of ACTIVITY STATUS is created.

If the vehicle has one or more liens:

Pre Condition: This occurrence of LIEN does not exist. An occurrence of LIENHOLDER may exist.

Post Condition: One or more occurrences of LIEN is created. One or more occurrences of LIENHOLDER may be created.

#### 4.2.12 Title New Multi Unit Vehicle with Multiple MSO(s)

The purpose of this process is to record the issuance of original titles for each new unit vehicle that has a MSO with an individual VIN that are related.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. These occurrences of VEHICLE and TITLE do not exist. An occurrence of CUSTOMER(s) may exist. If an occurrence of an open CASE, VEHICLE STOP, or information received from a Law Enforcement Interface(s) indicates that processing should not occur, an OVERRIDE must exist.

Post Condition: For each VIN, an occurrence of VEHICLE, COST DETAIL, VEHICLE DETAIL, TITLE, and TITLE STATUS is created. One or more occurrences of SUPPORTING DOCUMENT may be related to TITLE. These occurrences of VEHICLE(s) are related. One or more occurrences of OWNERSHIP is created. One or more occurrences of CUSTOMER and CUSTOMER ADDRESS may be created. An occurrence of ACTIVITY STATUS is created.

If the vehicles have one or more liens:

Pre Condition: This occurrence of LIEN does not exist. An occurrence of LIENHOLDER may exist.

Post Condition: One or more occurrences of LIEN is created. One or more occurrences of LIENHOLDER may be created.

#### 4.2.13 Title Pre-Owned, Multi Unit Vehicle Originally Titled as Individual Vehicles and Never Titled in TN

The purpose of this process is to record the issuance of original titles for each pre-owned unit vehicle where the units were originally titled as individual vehicles and have never been titled in Tennessee.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. These occurrences of VEHICLE and TITLE do not exist. An occurrence of CUSTOMER(s) may exist. Occurrences of SURETY BOND may exist. If an occurrence of an open CASE, VEHICLE STOP or information received from a Law Enforcement Interface(s) indicates that processing should not occur for any of the VEHICLE(s) being titled, an OVERRIDE must exist.

Post Condition: For each VIN, an occurrence of VEHICLE, COST DETAIL, VEHICLE DETAIL, TITLE, and TITLE STATUS is created. One or more occurrences of SUPPORTING DOCUMENT may be related to TITLE. These occurrences of VEHICLE are related. Occurrences of SURETY BOND may be related to occurrences of TITLE. One or more occurrences of OWNERSHIP are created. One or more occurrences of CUSTOMER and CUSTOMER ADDRESS may be created. One or more occurrences of PREVIOUS TITLE for each VEHICLE are created based on information received from an interface. An occurrence of ACTIVITY STATUS is created.

If the vehicles have one or more liens:

Pre Condition: This occurrence of LIEN does not exist. An occurrence of LIENHOLDER may exist.

Post Condition: One or more occurrences of LIEN is created. One or more occurrences of LIENHOLDER may be created.

#### 4.2.14 Title Pre-Owned, Multi Unit Vehicle Originally Titled as Individual Vehicles and Previously Titled in TN

The purpose of this process is to record the issuance of original titles for each pre-owned unit vehicle where the units were originally titled as individual vehicles and have previously been titled in Tennessee.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. These occurrences of TITLE do not exist. Occurrences of VEHICLE must exist. An occurrence of CUSTOMER(s) may exist. Occurrences of SURETY BOND may exist. If an occurrence of an open CASE, VEHICLE STOP or information received from Law Enforcement indicates that processing should not occur for any VEHICLE(s) being titled, an OVERRIDE must exist.

Post Condition: For each VIN, an occurrence of COST DETAIL, TITLE, and TITLE STATUS is created. One or more occurrences of SUPPORTING DOCUMENT may be related to TITLE. An occurrence of VEHICLE DETAIL may be created for each VIN. An occurrence of SURETY BOND may be related to each occurrence of TITLE. One or more occurrences of OWNERSHIP is created. One or more occurrences of CUSTOMER and CUSTOMER ADDRESS may be created. One or more occurrences of OWNERSHIP may be updated (to end previous ownership). One or more occurrences of PREVIOUS TITLE for each VEHICLE are created based on information received from an interface. An occurrence of ACTIVITY STATUS is created.

If the vehicles have one or more liens:

Pre Condition: This occurrence of LIEN does not exist. An occurrence of LIENHOLDER may exist.

Post Condition: One or more occurrences of LIEN is created. One or more occurrences of LIENHOLDER may be created.

### **4.3 General Title Maintenance**

#### **4.3.1 Issue Duplicate Title**

The purpose of this process is to respond to a customer or priority 1 lienholder's request to replace a copy of an active title that has been lost, destroyed, damaged, etc., to record the issuance of a new active title, and to add one to the number of duplicates issued for this title.

Pre Condition: This occurrence of ACTIVITY, TITLE, VEHICLE and one or more OWNERSHIP must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. An occurrence of SURETY BOND may exist. If an occurrence of an open CASE, VEHICLE STOP or information received from a Law Enforcement Interface(s) indicates that processing should not occur, an OVERRIDE must exist.

Post Condition: An occurrence of TITLE STATUS is created to surrender or invalidate the previous title. A new occurrence of TITLE and TITLE STATUS is created and related to OWNERSHIP(s). One or more occurrences of SUPPORTING DOCUMENT may be related to TITLE. An occurrence of SURETY BOND may be related to TITLE. An occurrence of ACTIVITY STATUS is created.

#### **4.3.2 Revoke Title**

The purpose of this process is to revoke an active title.

Pre Condition: This occurrence of ACTIVITY and TITLE must exist. One or more occurrences of SUPPORTING DOCUMENT may exist.

Post Condition: This occurrence of ACTIVITY STATUS and TITLE STATUS is created. One or more occurrences of SUPPORTING DOCUMENT may be related to TITLE. An occurrence of LETTER may be created.

If the vehicle type is ATV, the TDS sticker is revoked:

Pre Condition: An occurrence of ITEM must exist.

Post Condition: An occurrence of ITEM STATUS is created.

Output: A letter may be generated to notify the CUSTOMER that the title has been revoked.

#### 4.3.3 Correct Title

The purpose of this process is to correct information related to an active title that was entered in error. The current active title is surrendered or invalidated.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. An occurrence of TITLE must exist. An occurrence of VEHICLE and one or more OWNERSHIP must exist. An occurrence of SURETY BOND may exist. If an occurrence of an open CASE, VEHICLE STOP or information received from a Law Enforcement Interface(s) indicates that processing should not occur, an OVERRIDE must exist.

Post Condition: An occurrence of TITLE STATUS is created. A new occurrence of TITLE and TITLE STATUS is created. One or more occurrences of SUPPORTING DOCUMENT may be related to TITLE. Related occurrences of VEHICLE, VEHICLE DETAIL, LIEN(s), LIENHOLDER(s), CUSTOMER(s), CUSTOMER ADDRESS(s), OWNERSHIP(s), may be updated. An occurrence of SURETY BOND may be related to TITLE. An occurrence of ACTIVITY STATUS is created.

Implementation Consideration: For titles that are printed centrally through a batch process, provide the ability to make corrections to a title scheduled to be printed up until the time the title is actually printed.

#### 4.3.4 Record Title Surrendered

The purpose of this process is to record that an active title has been surrendered.

Business Rule: All active liens must be discharged prior to recording the surrendering of the title.

Pre Condition: This occurrence of ACTIVITY and TITLE must exist. One or more occurrences SUPPORTING DOCUMENT may exist.

Post Condition: An occurrence of TITLE STATUS and ACTIVITY STATUS is created. Related occurrences of OWNERSHIP are updated to end the ownership period. One or more occurrences of SUPPORTING DOCUMENT may be related to TITLE.

If the vehicle type is ATV, invalidate TDS sticker:

Pre Condition: An occurrence of ITEM must exist.

Post Condition: An occurrence of ITEM STATUS is created.

#### 4.3.5 Record Title Destroyed

The purpose of this process is to record that the physical copy of a title has been destroyed.

Pre Condition: This occurrence of TITLE must exist.

Post Condition: An occurrence of TITLE STATUS is created.

#### 4.3.6 Print Title

The purpose of this process is to support the printing of titles, to record the title paper control number, capture an electronic representation of the title document and update inventory.

Pre Condition: This occurrence of TITLE must exist. An occurrence of TITLE PAPER must exist.

Post Condition: This occurrence of TITLE is updated. An occurrence of TITLE PAPER STATUS is created. An occurrence of CONTROLLED STOCK is updated.

Implementation Consideration: TRUST must provide the ability to support on-demand and batch printing of a titles. This process can be used to support the reprinting of titles that are returned undeliverable.

Output Note: The title is printed and mailed to the CUSTOMER if there is no lien. If a lien exists and the priority 1 lienholder electronically files liens with TRUST, an electronic copy of the title is held by TRUST and electronic notification is provided to the lienholder that the lien has been recorded. Otherwise, the title document is printed and mailed to the priority 1 lienholder.

#### 4.3.7 Void Title Paper

The purpose of this process is to 'void' a piece of title paper to indicate that it cannot be used for the printing of a title and to update inventory.

Pre Condition: This occurrence of TITLE PAPER must exist.

Post Condition: An occurrence of TITLE PAPER STATUS is created. An occurrence of CONTROLLED STOCK is updated.

### 4.4. TDS Sticker Maintenance

#### 4.4.1 Record Lost TDS Sticker

The purpose of this process is to record that a TDS sticker that has been issued has been reported lost, missing or stolen.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. This occurrence of VEHICLE and ITEM must exist.

Post Condition: One or more occurrences of SUPPORTING DOCUMENT may be related to ITEM. An occurrence of ITEM STATUS is created. An occurrence of ACTIVITY STATUS is created.

#### 4.4.2 Record Replacement of TDS Sticker

The purpose of this process is to record the issuance of a replacement TDS sticker and to update inventory.

Pre Condition: This occurrence of ACTIVITY, VEHICLE and ITEM must exist.

Post Condition: An occurrence of ITEM STATUS and ACTIVITY STATUS is created. An occurrence of CONTROLLED STOCK is updated.

### 4.5 Vehicle 'Stop' Maintenance

#### 4.5.1 Record Abandoned Vehicle

The purpose of this process is to record that an abandoned vehicle has been reported. If the business customer is not known to TRUST, information about the customer is also recorded.

Pre Condition: This occurrence of ACTIVITY and VEHICLE must exist. This occurrence of CUSTOMER and BUSINESS may exist. This occurrence of VEHICLE STOP does not exist.

Post Condition: An occurrence of CUSTOMER and BUSINESS may be created. One or more occurrences of CUSTOMER ADDRESS may be created. This occurrence of VEHICLE STOP is created and related to VEHICLE and BUSINESS. An occurrence of ACTIVITY STATUS is created.

#### 4.5.2 Record Release of Abandoned Vehicle

The purpose of this process is to record the release of an abandoned vehicle by a business customer.

Pre Condition: This occurrence of ACTIVITY and VEHICLE STOP must exist.

Post Condition: This occurrence of VEHICLE STOP is updated. An occurrence of ACTIVITY STATUS is created.

#### 4.5.3 Record Administrative 'Stop' on Vehicle

The purpose of this process is to record that an administrative decision has been made to place a 'stop' on the future processing of any activities related to a vehicle.

Pre Condition: This occurrence of VEHICLE may exist.

Post Condition: If this occurrence of VEHICLE does not exist, an occurrence of WATCH FOR VIN is created. This occurrence of VEHICLE STOP is created and related to VEHICLE or WATCH FOR VIN as appropriate.

#### 4.5.4 Remove Administrative 'Stop' on Vehicle

The purpose of this process is to record that an administrative 'stop' placed on a vehicle has been removed.

Pre Condition: This occurrence of VEHICLE STOP must exist.

Post Condition: This occurrence of VEHICLE STOP is updated.

#### 4.5.5 Record Law Enforcement 'Stop' on Vehicle

The purpose of this process is to record that information received from a law enforcement indicates that a 'stop' should be placed on the processing of any activities related to a vehicle.

Pre Condition: This occurrence of VEHICLE must exist.

Post Condition: This occurrence of VEHICLE STOP is created and related to VEHICLE.

Implementation Consideration: This information may be received through one or more interfaces.

#### 4.5.6 Remove Law Enforcement Interface 'Stop' on Vehicle

The purpose of this process is to record that information received from a law enforcement indicates that a 'stop' placed on a vehicle has been removed.

Pre Condition: This occurrence of VEHICLE STOP must exist.

Post Condition: This occurrence of VEHICLE STOP is updated.

Implementation Consideration: This information may be received through one or more interfaces.

## **5 Lien Management**

### **5.1 Noting of Lien Maintenance**

#### **5.1.1 Noting of Lien with a Priority of 1**

The purpose of this process is to record an active lien when no active lien currently exists on the ownership of a vehicle, designate the lien's right of precedence as a priority of 1, indicate that the active title on the vehicle has been surrendered and to create a new active title.

Pre Condition: This occurrence of ACTIVITY, OWNERSHIP and TITLE must exist. The occurrence of LIEN does not exist. The occurrence of LIENHOLDER may exist. One or more occurrences of SUPPORTING DOCUMENT may exist.

Post Condition: This occurrence of ACTIVITY STATUS and TITLE STATUS is created. An occurrence of LIENHOLDER may be created. An occurrence of LIEN is created and may be related to one or more occurrences of SUPPORTING DOCUMENT. An occurrence of TITLE, and TITLE STATUS is created to record the new lien.

#### **5.1.2 Noting of Additional Lien**

The purpose of this process is to record a lien on a vehicle when at least one other active lien exists, to designate this lien's right of precedence, record the surrendering of current active title, and record a new active title.

Business Rule: Before this lien can be noted, the title related to this ownership of the vehicle must have been surrendered by the lienholder having a lien on the vehicle with a priority of 1.

Pre Condition: This occurrence of ACTIVITY, OWNERSHIP, and TITLE must exist. A LIEN related to this OWNERSHIP of the VEHICLE must exist. The occurrence of LIEN does not exist. The occurrence of LIENHOLDER may exist. One or more occurrences of SUPPORTING DOCUMENT may exist.

Post Condition: This occurrence of ACTIVITY STATUS and TITLE STATUS is created. An occurrence of LIENHOLDER may be created. An occurrence of LIEN is created and may be related to one or more occurrences of SUPPORTING DOCUMENT. An occurrence of TITLE, and TITLE STATUS is created to record the new lien. An occurrence of LETTER is created.

#### **5.1.3 Noting of Lien Refinancing**

The purpose of this process is to record that an active lien has been refinanced by recording the surrendering of the title, discharging the previous lien and recording the establishment of a new lien.

Business Rule: The lien retains its current priority. Before this lien can be noted, the title related to this ownership of the vehicle must have been surrendered by the lienholder that has a lien on the vehicle with a priority of 1.

Pre Condition: This occurrence of ACTIVITY, OWNERSHIP, TITLE, and LIEN must exist. One or more occurrences of SUPPORTING DOCUMENT may exist.

Post Condition: This occurrence of ACTIVITY STATUS and TITLE STATUS is created. This occurrence of LIEN is updated to discharge the lien. An occurrence of LIEN is created to record the refinancing of the LIEN. This occurrence of LIEN may be related to one or more occurrences of SUPPORTING DOCUMENT. An occurrence of TITLE, and TITLE STATUS is also created to record the refinancing of the LIEN. An occurrence of LETTER may be created.

#### 5.1.4 Discharge Lien

The purpose of this process is to record that an active lien has been discharged.

Business Rule: The discharging of the lien may result in the changing of priority for other liens on the vehicle.

Pre Condition: This occurrence of ACTIVITY and LIEN must exist. One or more occurrences of active LIENS may exist. An occurrence of SUPPORTING DOCUMENT may exist.

Post Condition: An occurrence of ACTIVITY STATUS is created. This occurrence of LIEN is updated and may be related to one or more occurrences of SUPPORTING DOCUMENT. One or more occurrences of active LIENS may be updated.

Note: If the lienholder discharging the lien has a paper copy of the title, the lienholder signs the title and the title is forwarded to the next lienholder if one exists or the customer if there are no other liens on the vehicle.

#### 5.1.5 Record Lien Limit

The purpose of this process is to record that a lienholder has reported that no more liens should be placed against the vehicle's ownership as a result of bankruptcy or repossession of the vehicle.

Pre Condition: This occurrence of ACTIVITY and LIEN must exist. One or more occurrences of SUPPORTING DOCUMENT may exist.

Post Condition: An occurrence of ACTIVITY STATUS is created. This occurrence of LIEN is updated and may be related to one or more occurrences of SUPPORTING DOCUMENT.

#### 5.1.6 Remove Lien Limit

The purpose of this process is to record that a lienholder has requested the removal of the indicator that no more liens should be placed against the vehicle's ownership as a result of bankruptcy or repossession of the vehicle.

Pre Condition: This occurrence of ACTIVITY and LIEN must exist. One or more occurrences of SUPPORTING DOCUMENT may exist.

Post Condition: An occurrence of ACTIVITY STATUS is created. This occurrence of LIEN is updated and may be related to one or more occurrences of SUPPORTING DOCUMENT.

#### 5.1.7 Remove Obsolete Lien

The purpose of this process is to remove a LIEN that is no longer of interest to TRUST.

Pre Condition: This occurrence of LIEN must exist.



Post Condition: This occurrence of LIEN is deleted.

Implementation Consideration: A business rule will be defined to control the archival and automated deletion of TRUST information.

## **5.2 Lienholder Maintenance**

### **5.2.1 Change Lienholder Information on Lien**

The purpose of this process is to record a change in a lienholder's name, address or other information for a specific lien.

Pre Condition: This occurrence of ACTIVITY, LIEN, LIENHOLDER must exist. One or more occurrences of SUPPORTING DOCUMENT may exist.

Post Condition: This occurrence of ACTIVITY STATUS is created. If more than one lien is associated with the LIENHOLDER then a new occurrence of LIENHOLDER is created and associated with the LIEN. If only one lien is associated with the LIENHOLDER then the LIENHOLDER is updated. One or more SUPPORTING DOCUMENT may be related to the LIEN affected by the LIENHOLDER change.

### **5.2.2 Update Lienholder Information**

The purpose of this process is to record updated lienholder information, such as address change, name change and make the change effective for all liens associated with the lienholder.

Pre Condition: This occurrence of ACTIVITY and LIENHOLDER must exist. One or more occurrences of SUPPORTING DOCUMENT may exist.

Post Condition: This occurrence of ACTIVITY STATUS is created. This occurrence of LIENHOLDER is updated. The LIEN(s) associated with the LIENHOLDER may be related to one or more occurrences of SUPPORTING DOCUMENT.

### **5.2.3 Remove Obsolete Lienholder**

The purpose of this process is to remove a LIENHOLDER that is no longer of interest to TRUST.

Pre Condition: This occurrence of LIENHOLDER must exist. No LIEN(s) are associated with the LIENHOLDER.

Post Condition: This occurrence of LIENHOLDER is deleted.

Implementation Consideration: A business rule will be defined to control the archival and automated deletion of TRUST information.

## **6 Registration Management**

### **6.1 Original Registration Maintenance**

#### **6.1.1 Establish Original Registration and Issue Plate**

The purpose of this process is to record an original registration for a vehicle that has been titled to the owners, issuance of decal(s) and stickers, issuance of a new license plate, and emissions test information for a vehicle and to update inventory. Record the insurance associated with the

registration if the vehicle is owned by a business designated as a fleet. If applicable, record the county(s) associated with a single or multi zone registration.

The recording of an original registration occurs for the following: a) an initial application for registration, i.e. the first running of the license privilege; b) when an owner of an unregistered vehicle does not possess a license plate capable of being legally reassigned to the vehicle; c) the owner chooses to obtain a newly issued plate rather than obtain a reassignment; or d) when the state issues new metal that is replacing the license plate currently assigned to the vehicle

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. This occurrence of REGISTRATION does not exist. One or more occurrences of ITEM must exist. One or more occurrences of NON CONTROLLED STOCK may exist. One or more occurrences of OWNERSHIP for this VEHICLE must exist. This occurrence of PLATE must exist. One or more occurrences of CONTROLLED ITEM ASSIGNMENT may exist. An occurrence of INSURANCE may exist for this CUSTOMER. If an occurrence of a CASE, VEHICLE STOP or information received from a Law Enforcement interface(s) indicates that processing should not occur, an OVERRIDE must exist.

Post Condition: An occurrence of REGISTRATION, REGISTRATION STATUS, REGISTERED PLATE, PLATE STATUS is created. One or more occurrences of SUPPORTING DOCUMENT may be related to REGISTRATION. An occurrence of INSURANCE may be created or an existing occurrence of INSURANCE for this CUSTOMER may be associated to REGISTRATION. An occurrence of EMISSIONS TEST may be created. One or more occurrences of REGISTERED DECAL is created. One or more occurrences of ITEM STATUS is created. One or more occurrences of NON CONTROLLED STOCK may be updated. One or more occurrences of CONTROLLED STOCK is updated. An occurrence of PLATE STOCK is updated. One or more occurrences of ZONE COUNTY may be created. One or more occurrences of CONTROLLED ITEM ASSIGNMENT may be updated. An occurrence of ACTIVITY STATUS is created.

#### 6.1.2 Establish Original Registration and Issue TOP

The purpose of this process is to record an original registration for a vehicle that has been titled to the owners, to record the issuance of a temporary operating permit, and emissions test information for a vehicle and to update inventory. Also, record the insurance associated with the registration if the vehicle is owned by a business designated as a fleet and if applicable, record the county(s) associated with a single or multi zone registration. The recording of an original registration occurs for the following: a) an initial application for registration, i.e. the first running of the license privilege; b) when an owner of an unregistered vehicle does not possess a license plate capable of being legally reassigned to the vehicle; c) the owner chooses to obtain a newly issued plate rather than obtain a reassignment; or d) when the state issues new metal that is replacing the license plate currently assigned to the vehicle.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. This occurrence of REGISTRATION does not exist. An occurrence of ITEM must exist. One or more occurrences of OWNERSHIP for this VEHICLE must exist. One or more occurrences of CONTROLLED ITEM ASSIGNMENT may exist. An occurrence of INSURANCE may exist for this CUSTOMER. If an occurrence of a CASE, VEHICLE STOP or information received from a Law Enforcement interface(s) indicates that processing should not occur, an OVERRIDE must exist.

Post Condition: An occurrence of REGISTRATION, REGISTRATION STATUS, ITEM STATUS is created. One or more occurrences of SUPPORTING DOCUMENT may be related to REGISTRATION. An occurrence of ITEM is updated. An occurrence of INSURANCE may be created or an existing occurrence of INSURANCE for this CUSTOMER may be associated to REGISTRATION. An occurrence of EMISSIONS TEST may be created. An occurrence of CONTROLLED STOCK is updated. One or more occurrences of ZONE COUNTY may be created.

One or more occurrences of CONTROLLED ITEM ASSIGNMENT may be updated. An occurrence of ACTIVITY STATUS is created.

#### 6.1.3 Establish Forced Registration and Issue Plate

The purpose of this process is to record an original registration for a vehicle where the vehicle is not required to be titled in Tennessee, issuance of decal(s), issuance of a new license plate, and emissions test information for a vehicle and to update inventory. Also, record the insurance associated with the registration if the vehicle is owned by a business designated as a fleet and if applicable, record the county(s) associated with a single or multi zone registration. The recording of an original registration occurs for the following: a) an initial application for registration, i.e. the first running of the license privilege; b) when an owner of an unregistered vehicle does not possess a license plate capable of being legally reassigned to the vehicle; c) the owner chooses to obtain a newly issued plate rather than obtain a reassignment; or d) when the state issues new metal that is replacing the license plate currently assigned to the vehicle.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. This occurrence of REGISTRATION and one or more occurrences of OWNERSHIP does not exist. An occurrence of VEHICLE may exist. One or more occurrences of CUSTOMER may exist. One or more occurrences of ITEM must exist. One or more occurrences of NON CONTROLLED STOCK may exist. This occurrence of PLATE must exist. One or more occurrences of CONTROLLED ITEM ASSIGNMENT may exist. An occurrence of INSURANCE may exist for this CUSTOMER. If an occurrence of a CASE, VEHICLE STOP or information received from a Law Enforcement interface(s) indicates that processing should not occur, an OVERRIDE must exist.

Post Condition: One or more occurrences of CUSTOMER and CUSTOMER ADDRESS for each CUSTOMER may be created. One or more occurrences of OWNERSHIP is created. An occurrence of VEHICLE and VEHICLE DETAIL may be created. An occurrence of REGISTRATION, REGISTRATION STATUS, REGISTERED PLATE, PLATE STATUS is created. One or more occurrences of SUPPORTING DOCUMENT may be related to REGISTRATION. An occurrence of INSURANCE may be created or an existing occurrence of INSURANCE for this CUSTOMER may be associated to REGISTRATION. An occurrence of EMISSIONS TEST may be created. One or more occurrences of REGISTERED DECAL is created. One or more occurrences of ITEM STATUS is created. One or more occurrences of NON CONTROLLED STOCK may be updated. One or more occurrences of CONTROLLED STOCK is updated. An occurrence of PLATE STOCK is updated. One or more occurrences of ZONE COUNTY may be created. One or more occurrences of CONTROLLED ITEM ASSIGNMENT may be updated. An occurrence of ACTIVITY STATUS is created.

#### 6.1.4 Establish Registration and Issue Plate with Incomplete Titling Package

The purpose of this process is to record an original registration for a vehicle where titling activity has not been completed, to record the issuance of a new license plate and emissions test information for a vehicle and to update inventory. This process will establish vehicle ownership information prior to the issuance of a title. Also, record the insurance associated with the registration if the vehicle is owned by a business designated as a fleet and if applicable, record the county(s) associated with a single or multi zone registration. The recording of an original registration occurs for the following: a) an initial application for registration, i.e. the first running of the license privilege; b) when an owner of an unregistered vehicle does not possess a license plate capable of being legally reassigned to the vehicle; c) the owner chooses to obtain a newly issued plate rather than obtain a reassignment; or d) when the state issues new metal that is replacing the license plate currently assigned to the vehicle.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. This occurrence of REGISTRATION and one or more occurrences of OWNERSHIP does not exist. An occurrence of VEHICLE may exist. One or more

occurrences of CUSTOMER may exist. An occurrence of ITEM must exist. One or more occurrences of CONTROLLED ITEM ASSIGNMENT may exist. An occurrence of INSURANCE may exist for this CUSTOMER. If an occurrence of a CASE, VEHICLE STOP or information received from a Law Enforcement interface(s) indicates that processing should not occur, an OVERRIDE must exist.

Post Condition: One or more occurrences of CUSTOMER and CUSTOMER ADDRESS for each CUSTOMER may be created. One or more occurrences of OWNERSHIP is created. An occurrence of VEHICLE and VEHICLE DETAIL may be created. An occurrence of REGISTRATION, REGISTRATION STATUS, REGISTERED PLATE, PLATE STATUS is created. One or more occurrences of SUPPORTING DOCUMENT may be related to REGISTRATION. An occurrence of INSURANCE may be created or an existing occurrence of INSURANCE for this CUSTOMER may be associated to REGISTRATION. An occurrence of EMISSIONS TEST may be created. One or more occurrences of REGISTERED DECAL is created. One or more occurrences of ITEM STATUS is created. One or more occurrences of NON CONTROLLED STOCK may be updated. One or more occurrences of CONTROLLED STOCK is updated. An occurrence of PLATE STOCK is updated. One or more occurrences of ZONE COUNTY may be created. One or more occurrences of CONTROLLED ITEM ASSIGNMENT may be updated. An occurrence of ACTIVITY STATUS is created.

#### 6.1.5 Establish Registration and Issue TOP with Incomplete Titling Package

The purpose of this process is to record an original registration for a vehicle where titling activity has not been completed, to record the issuance of a temporary operating permit, and emissions test information for a vehicle and to update inventory. This process will establish vehicle ownership information prior to the issuance of a title. Also, record the insurance associated with the registration if the vehicle is owned by a business designated as a fleet and if applicable, record the county(s) associated with a single or multi zone registration. The recording of an original registration occurs for the following: a) an initial application for registration, i.e. the first running of the license privilege; b) when an owner of an unregistered vehicle does not possess a license plate capable of being legally reassigned to the vehicle; c) the owner chooses to obtain a newly issued plate rather than obtain a reassignment; or d) when the state issues new metal that is replacing the license plate currently assigned to the vehicle.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. This occurrence of REGISTRATION and one or more occurrences of OWNERSHIP does not exist. An occurrence of VEHICLE may exist. One or more occurrences of CUSTOMER may exist. An occurrence of ITEM must exist. One or more occurrences of CONTROLLED ITEM ASSIGNMENT may exist. An occurrence of INSURANCE may exist for this CUSTOMER. If an occurrence of a CASE, VEHICLE STOP or information received from a Law Enforcement interface(s) indicates that processing should not occur, an OVERRIDE must exist.

Post Condition: One or more occurrences of CUSTOMER and CUSTOMER ADDRESS for each CUSTOMER may be created. One or more occurrences of OWNERSHIP is created. An occurrence of VEHICLE and VEHICLE DETAIL may be created. An occurrence of REGISTRATION, REGISTRATION STATUS, ITEM STATUS is created. One or more occurrences of SUPPORTING DOCUMENT may be related to REGISTRATION. An occurrence of ITEM is updated. An occurrence of INSURANCE may be created or an existing occurrence of INSURANCE for this CUSTOMER may be associated to REGISTRATION. An occurrence of EMISSIONS TEST may be created. An occurrence of CONTROLLED STOCK is updated. One or more occurrences of ZONE COUNTY may be created. One or more occurrences of CONTROLLED ITEM ASSIGNMENT may be updated. An occurrence of ACTIVITY STATUS is created.

#### 6.1.6 Record Reassignment of Registration

The purpose of this process is to record that a registration plate has been transferred from one vehicle to another vehicle with the same ownership. Also, record the insurance associated with the registration

if the vehicle is owned by a business designated as a fleet and if applicable, record the county(s) associated with a single or multi zone registration. No change in the county(s) associated with a single zone or multi zone registration can occur as a result of the reassignment.

**Business Rule:** Technically a registration expires when any change occurs in the ownership of the vehicle. However, the registrant may “bring it back to life” by having it transferred to another vehicle when the ownership and usage of this vehicle and the vehicle the plate was previously registered to is the same.

**Pre Condition:** This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. For vehicle that the registration is being transferred from, an occurrence of REGISTRATION and PLATE must exist, one or more occurrences of ITEM must exist, and one or more occurrences of OWNERSHIP for this VEHICLE must exist. An occurrence of INSURANCE may exist for this CUSTOMER. For vehicle that the registration is being transferred to, this occurrence of REGISTRATION does not exist, one or more occurrences of OWNERSHIP for this VEHICLE must exist. If an occurrence of a CASE, VEHICLE STOP or information received from a Law Enforcement interface(s) indicates that processing should not occur, an OVERRIDE must exist.

**Post Condition:** For the vehicle that the registration is being transferred to, an occurrence of REGISTRATION and REGISTRATION STATUS is created, an occurrence of REGISTERED PLATE is created, one or more occurrences of REGISTERED DECAL is created. One or more occurrences of SUPPORTING DOCUMENT may be related to REGISTRATION. An occurrence of INSURANCE may be created or an existing occurrence of INSURANCE for this CUSTOMER may be associated with REGISTRATION. One or more occurrences of ZONE COUNTY may be created. An occurrence of EMISSIONS TEST may be created. For the vehicle that the registration is being transferred from, an occurrence of REGISTERED PLATE and one or more occurrences of REGISTERED DECAL is updated (to end the valid period on the previous vehicle), an occurrence of REGISTRATION STATUS may be created (if not already ended for previous vehicle). This occurrence of ACTIVITY STATUS is created.

If the registration is being renewed at the same time, new decals must also be issued:

**Pre Condition:** One or more occurrences of ITEM and CONTROLLED STOCK must exist. One or more occurrences of NON CONTROLLED STOCK may exist. One or more occurrences of CONTROLLED ITEM ASSIGNMENT may exist.

**Post Condition:** One or more occurrences of REGISTERED DECAL is created. One or more occurrences of TIEM STATUS is created. One or more occurrences of CONTROLLED STOCK is updated. One or more occurrences of NON CONTROLLED STOCK may be updated. One or more occurrences of CONTROLLED ITEM ASSIGNMENT may be updated.

**Implementation Consideration:** Provide the ability to calculate any fee/tax credits that may be due the customer when reassigning plates.

#### 6.1.7 Record Reassignment of Registration with Incomplete Titling Package

The purpose of this process is to record that a registration plate has been transferred from one vehicle to another vehicle where titling activity for the vehicle has not been completed. Also, record the insurance associated with the registration if the vehicle is owned by a business designated as a fleet and if applicable, record the county(s) associated with a single or multi zone registration. No change in the county(s) associated with a single zone or multi zone registration can occur as a result of the reassignment.

**Business Rule:** Technically a registration expires when any change occurs in the ownership of the vehicle. However, the registrant may “bring it back to life” by having it transferred to another vehicle

when the ownership and usage of this vehicle and the vehicle the plate was previously registered to is the same.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. For vehicle that the registration is being transferred from, an occurrence of REGISTRATION and PLATE must exist, one or more occurrences of ITEM must exist, and one or more occurrences of OWNERSHIP for this VEHICLE must exist. An occurrence of INSURANCE may exist for this CUSTOMER. For vehicle that the registration is being transferred to, this occurrence of REGISTRATION does not exist, one or more occurrences of OWNERSHIP for this VEHICLE does not exist, an occurrence of VEHICLE may exist. One or more occurrences of CONTROLLED ITEM ASSIGNMENT may exist. If an occurrence of a CASE, VEHICLE STOP or information received from a Law Enforcement interface(s) indicates that processing should not occur, an OVERRIDE must exist.

Post Condition: For the vehicle that the registration is being transferred to, one or more occurrences of CUSTOMER and CUSTOMER ADDRESS for each CUSTOMER may be created, one or more occurrences of OWNERSHIP is created. An occurrence of VEHICLE and VEHICLE DETAIL may be created. An occurrence of REGISTRATION and REGISTRATION STATUS is created, an occurrence of REGISTERED PLATE is created, one or more occurrences of REGISTERED DECAL is created. One or more occurrences of SUPPORTING DOCUMENT is related to REGISTRATION. An occurrence of INSURANCE may be created or an existing occurrence of INSURANCE for this CUSTOMER may be associated to REGISTRATION. One or more occurrences of ZONE COUNTY may be created. An occurrence of EMISSIONS TEST may be created. For the vehicle that the registration is being transferred from, an occurrence of REGISTERED PLATE and one or more occurrences of REGISTERED DECAL is updated (to end the valid period on the previous vehicle), an occurrence of REGISTRATION STATUS may be created (if not already ended for previous vehicle). This occurrence of ACTIVITY STATUS is created.

If the registration is being renewed at the same time, new decals must also be issued:

Pre Condition: One or more occurrences of ITEM and CONTROLLED STOCK must exist. One or more occurrences of NON CONTROLLED STOCK may exist. One or more occurrences of CONTROLLED ITEM ASSIGNMENT may exist.

Post Condition: One or more occurrences of REGISTERED DECAL is created. One or more occurrences of ITEM STATUS is created. One or more occurrences of CONTROLLED STOCK is updated. One or more occurrences of NON CONTROLLED STOCK may be updated. One or more occurrences of CONTROLLED ITEM ASSIGNMENT may be updated.

Implementation Consideration: Provide the ability to calculate any fee/tax credits that may be due the customer when reassigning plates.

## **6.2 Renewal Maintenance**

### **6.2.1 Record Renewal of Registration**

The purpose of this process is to record the renewal or continuation of a registration, issuance of decal(s), retention of the current license plate issued, and emissions test information for a vehicle and to update inventory. Also, record the insurance associated with the registration if the vehicle is owned by a business designated as a fleet and if applicable, record the county(s) associated with a single or multi zone registration. No change in the county(s) associated with previous registration for a single zone or multi zone registration can occur as a result of the renewal

Business Rule: Back charges for missed renewals may be assessed, however, decals for prior registration periods will not be issued.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. This occurrence of REGISTRATION does not exist. One or more occurrences of ITEM must exist. One or more occurrences of NON CONTROLLED STOCK may exist. One or more occurrences of CONTROLLED STOCK must exist. One or more occurrences of OWNERSHIP for this VEHICLE must exist. This occurrence of PLATE must exist. One or more occurrences of CONTROLLED ITEM ASSIGNMENT may exist. An occurrence of INSURANCE may exist. If an occurrence of a CASE, VEHICLE STOP or information received from a Law Enforcement interface(s) indicates that processing should not occur, an OVERRIDE must exist.

Post Condition: An occurrence of REGISTRATION, REGISTRATION STATUS and REGISTERED PLATE is created. One or more occurrences of SUPPORTING DOCUMENT may be related to REGISTRATION. An occurrence of EMISSIONS TEST may be created. One or more occurrences of REGISTERED DECAL is created. One or more occurrences of ITEM STATUS is created. One or more occurrences of CONTROLLED STOCK is updated. One or more occurrences of NON CONTROLLED STOCK may be updated. An occurrence of INSURANCE may be created or an existing occurrence of INSURANCE for this CUSTOMER may be associated to REGISTRATION. One or more occurrences of ZONE COUNTY may be created and associated to REGISTRATION. One or more occurrences of CONTROLLED ITEM ASSIGNMENT may be updated. This occurrence of ACTIVITY STATUS is created.

Implementation Considerations: Provide the ability to calculate back charges for any missed renewals for prior years. A registration record for these prior years must also be created, however, no decals or plates associated with the prior years will be issued.

#### 6.2.2 Record Late Renewal of Registration

The purpose of this process is to record the late renewal of a registration, issuance of decal(s), retention of the current license plate issued, change in the registration period, and emissions test information for a vehicle and to update inventory. Also, record the insurance associated with the registration if the vehicle is owned by a business designated as a fleet and if applicable, record the county(s) associated with a single or multi zone registration. No change in the county(s) associated with previous registration for a single zone or multi zone registration can occur as a result of the renewal.

Business Rule: Late renewals apply only to registrations for staggered plates occurring 91 or more days after the registration expiration date but less than 1 year and proof is provided that the vehicle has not been operated. The renewal date is then re-calculated to be 12 months from the new date of issuance.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. This occurrence of REGISTRATION does not exist. One or more occurrences of ITEM must exist. One or more occurrences of NON CONTROLLED STOCK may exist. One or more occurrences of CONTROLLED STOCK must exist. One or more occurrences of OWNERSHIP for this VEHICLE must exist. This occurrence of PLATE must exist. One or more occurrences of CONTROLLED ITEM ASSIGNMENT may exist. An occurrence of REGISTRATION may exist. If an occurrence of a CASE, VEHICLE STOP or information received from a Law Enforcement interface(s) indicates that processing should not occur, an OVERRIDE must exist.

Post Condition: An occurrence of REGISTRATION, REGISTRATION STATUS and REGISTERED PLATE is created. One or more occurrences of SUPPORTING DOCUMENT may be related to REGISTRATION. An occurrence of EMISSIONS TEST may be created. One or more occurrences of REGISTERED DECAL is created. One or more occurrences of ITEM STATUS is created. One or more occurrences of CONTROLLED STOCK is updated. One or more occurrences of NON CONTROLLED STOCK may be updated. An occurrence of INSURANCE may be created or an existing occurrence of INSURANCE for this CUSTOMER may be associated to REGISTRATION. One or more occurrences of ZONE COUNTY may be created. One or more occurrences of

CONTROLLED ITEM ASSIGNMENT may be updated. This occurrence of ACTIVITY STATUS is created.

### 6.2.3 Record Re-Registration and Change in Plate

The purpose of this process is to record that a new plate has been assigned to a vehicle prior to the expiration of the current registration period and to update inventory. A person may voluntarily elect to switch a plate from a passenger plate to a specialty or cultural plate or a change in registration may be required as a result of a change in the vehicles use or design.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. This occurrence of REGISTRATION and PLATE must exist. One or more occurrences of ITEM must exist. One or more occurrences of NON CONTROLLED STOCK may exist. One or more occurrences of CONTROLLED STOCK must exist. One or more occurrences of OWNERSHIP for this VEHICLE must exist. One or more occurrences of CONTROLLED ITEM ASSIGNMENT may exist. If an occurrence of a CASE, VEHICLE STOP or information received from a Law Enforcement interface(s) indicates that processing should not occur, an OVERRIDE must exist.

Post Condition: One or more occurrences of SUPPORTING DOCUMENT may be related to REGISTRATION. An occurrence of REGISTERED PLATE and PLATE STATUS is created (for the new plate). An occurrence of REGISTERED PLATE and one or more occurrences of REGISTERED DECAL is updated (to end the valid period of the old plate/decal). An occurrence of PLATE STATUS is created (if the old plate is turned in). One or more occurrences of REGISTERED DECAL is created. One or more occurrences of ITEM STATUS is created. One or more occurrences of NON CONTROLLED STOCK may be updated. One or more occurrences of CONTROLLED STOCK is updated. One or more occurrences of CONTROLLED ITEM ASSIGNMENT may be updated. An occurrence of ACTIVITY STATUS is created.

## 6.3 General Registration Maintenance

### 6.3.1 Invalidate Registration for Change in Ownership

The purpose of this process is to record that a registration is no longer valid for the vehicle as a result of a change in ownership.

Pre Condition: This occurrence of REGISTRATION must exist.

Post Condition: An occurrence of REGISTRATION STATUS is created. An occurrence of REGISTERED PLATE is updated. One or more occurrences of REGISTERED DECAL is updated.

Implementation Consideration: This process must be completed with Titling related processes that record a change in ownership of the vehicle, such as surrendering a title, recording a new title on the vehicle with different ownership, etc.

### 6.3.2 Revoke Registration

The purpose of this process is to revoke a registration.

Pre Condition: This occurrence of ACTIVITY and REGISTRATION must exist.

Post Condition: An occurrence of REGISTRATION STATUS and PLATE STATUS is created. One or more occurrences of ITEM STATUS is created. An occurrence of LETTER is created. An occurrence of ACTIVITY STATUS is created.



### 6.3.3 Reinstatement Registration

The purpose of this process is to reinstate a registration that was previously revoked.

Pre Condition: This occurrence of ACTIVITY and REGISTRATION must exist.

Post Condition: An occurrence of REGISTRATION STATUS and PLATE STATUS is created. One or more occurrences of ITEM STATUS is created. An occurrence of LETTER is created. An occurrence of ACTIVITY STATUS is created.

### 6.3.4 Record Lost Registration Decal(s)

The purpose of this process is to record that a decal(s) issued at the time of registration has been reported lost, missing, or stolen.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. This occurrence of REGISTRATION must exist. One or more occurrences of ITEM must exist.

Post Condition: One or more occurrences of SUPPORTING DOCUMENT may be related to REGISTRATION. One or more occurrences of ITEM STATUS is created. One or more occurrences of REGISTERED DECAL is updated. An occurrence of ACTIVITY STATUS is created.

### 6.3.5 Record Issuance of Replacement Registration Decal(s)

The purpose of this process is to record the issuance of a replacement registration decal(s) and to update inventory.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENTS may exist. This occurrence of REGISTRATION must exist. One or more occurrences of ITEM must exist. One or more occurrences of NON CONTROLLED STOCK may exist. One or more occurrences of CONTROLLED STOCK must exist. One or more occurrences of CONTROLLED ITEM ASSIGNMENT may exist. If an occurrence of a CASE, VEHICLE STOP or information received from a Law Enforcement interface(s) indicates that processing should not occur, an OVERRIDE must exist.

Post Condition: One or more occurrences of SUPPORTING DOCUMENT may be related to REGISTRATION. One or more occurrences of ITEM STATUS and REGISTERED DECAL is created. One or more occurrences of NON CONTROLLED STOCK may be updated. One or more occurrences of CONTROLLED STOCK may be updated. One or more occurrences of CONTROLLED ITEM ASSIGNMENT may be updated. An occurrence of ACTIVITY STATUS is created.

## 6.4 Registered Plate Maintenance

### 6.4.1 Record Issuance of Duplicate or Replacement Plate

The purpose of this process is to record the issuance of a duplicate or replacement plate, issuance of decal(s) and to update inventory.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. This occurrence of REGISTRATION and PLATE must exist. One or more occurrences of ITEM must exist. One or more occurrences of NON CONTROLLED STOCK may exist. One or more occurrences of CONTROLLED STOCK must exist. One or more occurrences of CONTROLLED ITEM ASSIGNMENT may exist. If an occurrence of a CASE, VEHICLE STOP or

information received from a Law Enforcement interface(s) indicates that processing should not occur, an OVERRIDE must exist.

Post Condition: One or more occurrences of SUPPORTING DOCUMENT may be related to REGISTRATION. An occurrence of PLATE STATUS and REGISTERED PLATE is created. One or more occurrences of REGISTERED DECAL is created. One or more occurrences of ITEM STATUS is created. One or more occurrences of NON CONTROLLED STOCK may be updated. One or more occurrences of CONTROLLED STOCK is updated. An occurrence of PLATE STOCK is updated. One or more occurrences of CONTROLLED ITEM ASSIGNMENT may be updated. An occurrence of ACTIVITY STATUS is created.

#### 6.4.2 Assign Plate to Registration (replace TOP)

The purpose of this process is to record the issuance of a license plate and issuance of decal(s) for a current registration and to update inventory.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. This occurrence of REGISTRATION must exist. One or more occurrences of ITEM must exist. One or more occurrences of NON CONTROLLED STOCK may exist. One or more occurrences of CONTROLLED STOCK must exist. This occurrence of PLATE must exist. One or more occurrences of CONTROLLED ITEM ASSIGNMENT may exist. If an occurrence of a CASE, VEHICLE STOP or information received from a Law Enforcement interface(s) indicates that processing should not occur, an OVERRIDE must exist.

Post Condition: One or more occurrences of SUPPORTING DOCUMENT may be related to REGISTRATION. An occurrence of REGISTERED PLATE is created and associated to this REGISTRATION. An occurrence of PLATE STATUS is created. One or more occurrences of REGISTERED DECAL is created. One or more occurrences of ITEM STATUS is created. One or more occurrences of NON CONTROLLED STOCK may be updated. An occurrence of PLATE STOCK is updated. One or more occurrences of CONTROLLED ITEM ASSIGNMENT may be updated. An occurrence of ACTIVITY STATUS is created.

#### 6.4.3 Issue Blind Plate

The purpose of this process is to record the issuance of a 'blind' license plate, appropriate decal(s) and to update inventory.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. This occurrence of REGISTRATION must exist. One or more occurrences of ITEM must exist. One or more occurrences of NON CONTROLLED STOCK may exist. One or more occurrences of CONTROLLED STOCK must exist. This occurrence of PLATE must exist. One or more occurrences of CONTROLLED ITEM ASSIGNMENT may exist.

Post Condition: One or more occurrences of SUPPORTING DOCUMENT may be related to REGISTRATION. An occurrence of REGISTERED PLATE and PLATE STATUS is created. One or more occurrences of REGISTERED DECAL is created. One or more occurrences of ITEM STATUS is created. One or more occurrences of NON CONTROLLED STOCK may be updated. One or more occurrences of CONTROLLED STOCK is updated. An occurrence of PLATE STOCK is updated. One or more occurrences of CONTROLLED ITEM ASSIGNMENT may be updated. An occurrence of ACTIVITY STATUS is created.

#### 6.4.4 Record Lost Plate

The purpose of this process is to record that a plate that has been issued has been reported lost, missing or stolen. Any registration decal(s) associated with the current registration are also recorded as lost, missing or stolen.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. This occurrence of REGISTRATION and PLATE must exist. One or more occurrences of ITEM may exist.

Post Condition: One or more occurrences of SUPPORTING DOCUMENT may be related to REGISTRATION. An occurrence of PLATE STATUS is created. One or more occurrences of ITEM STATUS is created. An occurrence of ACTIVITY STATUS is created.

#### 6.4.5 Record Return of Plate

The purpose of this process is to record that a plate has been issued and returned by the customer because it was mutilated, illegible, or incorrectly made.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. This occurrence of REGISTRATION and PLATE must exist.

Post Condition: One or more occurrences of SUPPORTING DOCUMENT may be related to REGISTRATION. An occurrence of PLATE STATUS is created. One or more occurrences of ITEM STATUS is created. This occurrence of ACTIVITY STATUS is created.

#### 6.4.6 Record Plate Obsolescence

The purpose of this process is to record that a plate is obsolete and can no longer be issued, renewed or legally used on a vehicle.

Pre Condition: This occurrence of PLATE must exist.

Post Condition: An occurrence of PLATE STATUS is created.

### 6.5 Undercover Vehicle Maintenance

#### 6.5.1 Establish Undercover Vehicle

The purpose of this process is to record the issuance of a fictitious ownership, title and registration for a vehicle, including the issuance of decal(s) and license plate for use in undercover activities, and to update inventory. Also, the actual ownership and the plate of the vehicle is designated as "undercover".

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. One or more occurrences of OWNERSHIP related to this VEHICLE must exist. This occurrence of OWNERSHIP, REGISTRATION and TITLE does not exist. This occurrence of CUSTOMER may exist. One or more occurrences of ITEM must exist. One or more occurrences of NON CONTROLLED STOCK may exist. One or more occurrences of CONTROLLED STOCK must exist. This occurrence of PLATE must exist. One or more occurrences of CONTROLLED ITEM ASSIGNMENT may exist.

Post Condition: One or more occurrences of OWNERSHIP is updated (to indicate the actual ownership is undercover). One or more occurrences of CUSTOMER and CUSTOMER ADDRESS may be created. One or more occurrences of OWNERSHIP is created and related to the VEHICLE. An occurrence of TITLE, TITLE STATUS, REGISTRATION, REGISTRATION STATUS, REGISTERED PLATE, PLATE STATUS is created for the fictitious OWNERSHIP. One or more

occurrences of REGISTERED DECAL is created. One or more occurrences of ITEM STATUS is created. One or more occurrences of NON CONTROLLED STOCK may be updated. One or more occurrences of CONTROLLED STOCK is updated. An occurrence of PLATE STOCK is updated. One or more occurrences of CONTROLLED ITEM ASSIGNMENT may be updated. One or more occurrences of SUPPORTING DOCUMENT may be related to (the actual) TITLE and REGISTRATION. An occurrence of ACTIVITY STATUS is created.

Implementation Consideration: Fee/Taxes are not collected from this activity, but non-secured inquiries and reports related to cost detail for the fictitious ownership must show that fees were assessed and paid.

#### 6.5.2 Remove Obsolete Undercover Vehicle

The purpose of this process is to remove a record of the issuance of a fictitious ownership, title and registration for a vehicle, including the issuance of decal(s) and license plate for use in undercover activities. Also, the actual ownership of the vehicle is designated as "not undercover".

Pre Condition: One or more occurrences of OWNERSHIP must exist. An occurrence of (fictitious) TITLE and REGISTRATION must exist. One or more occurrences of (actual) OWNERSHIP must exist.

Post Condition: One or more occurrences of OWNERSHIP is disassociated from VEHICLE and deleted. Related occurrences of CUSTOMER and CUSTOMER ADDRESS is deleted. This occurrence of TITLE, REGISTRATION, and associated entities are deleted. One or more occurrences of (actual) OWNERSHIP is updated.

#### 6.5.3 Issue Plate for Out of State Undercover Use

The purpose of this process is to record the issuance of a license plate and decals to out-of-state law enforcement for use in undercover activities and to update inventory. The plate is designated as 'undercover'.

Pre Condition: This occurrence of ACTIVITY must exist. This occurrence of CUSTOMER may exist. One or more occurrences of ITEM may exist. One or more occurrences of NON CONTROLLED STOCK may exist. One or more occurrences of CONTROLLED STOCK must exist. This occurrence of PLATE must exist. One or more occurrences of CONTROLLED ITEM ASSIGNMENT may exist.

Post Condition: An occurrence of CUSTOMER and one or more occurrences of CUSTOMER ADDRESS may be created. This occurrence of PLATE and one or more ITEM is associated with the Business CUSTOMER. An occurrence of PLATE STATUS is created. One or more occurrences of ITEM STATUS is created. One or more occurrences of NON CONTROLLED STOCK may be updated. One or more occurrences of CONTROLLED STOCK is updated. An occurrence of PLATE STOCK is updated. One or more occurrences of CONTROLLED ITEM ASSIGNMENT may be updated. An occurrence of ACTIVITY STATUS is created.

#### 6.5.4 Issue Plate to Out of State Undercover Vehicle

The purpose of this process is to record the issuance of a fictitious ownership, title and registration for a vehicle, including the issuance of decal(s) and license plate for use by out-of-state law enforcement for use in undercover activities and to update inventory. A record of the out-of-state law enforcement 'customer' that owns the vehicle will also be created. No 'real' title for the ownership of the vehicle will be created. The real ownership of the vehicle will be designated as 'undercover'.

Pre Condition: This occurrence of ACTIVITY must exist. For the out-of-state law enforcement agency, an occurrence of CUSTOMER, OWNERSHIP and VEHICLE may exist. The fictitious

occurrence of OWNERSHIP, REGISTRATION and TITLE does not exist and an occurrence of CUSTOMER may exist. One or more occurrences of ITEM may exist. One or more occurrences of NON CONTROLLED STOCK may exist. One or more occurrences of CONTROLLED STOCK must exist. This occurrence of PLATE must exist. One or more occurrences of CONTROLLED ITEM ASSIGNMENT may exist.

Post Condition: For the out-of-state law enforcement agency, an occurrence of CUSTOMER and one or more occurrences of CUSTOMER ADDRESS may be created. An occurrence of OWNERSHIP may be created. An occurrence of VEHICLE and VEHICLE DETAIL may be created and associated to OWNERSHIP. An occurrence of REGISTRATION is created. For the fictitious ownership, an occurrence of CUSTOMER and one or more occurrences of CUSTOMER ADDRESS may be created. An occurrence of TITLE, TITLE STATUS, REGISTRATION, REGISTRATION STATUS, REGISTERED PLATE, is created for the fictitious ownership. One or more occurrences of REGISTERED DECAL is created. An occurrence of PLATE STATUS is created. One or more occurrences of ITEM STATUS is created. One or more occurrences of NON CONTROLLED STOCK may be updated. One or more occurrences of CONTROLLED STOCK is updated. An occurrence of PLATE STOCK is updated. One or more occurrences of CONTROLLED ITEM ASSIGNMENT may be updated. One or more occurrences of SUPPORTING DOCUMENT may be related to (the real) REGISTRATION. An occurrence of ACTIVITY STATUS is created.

Implementation Consideration: Fee/Taxes are not collected from this activity, but non-secured inquiries and reports related to cost detail for the fictitious ownership must show that fees were assessed and paid.

## **6.6 Dealer Plate Maintenance**

### **6.6.1 Record Issuance of Dealer Plate**

The purpose of this process is to record the issuance of a dealer plate to a dealer and to update inventory.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. This occurrence of PLATE must exist. This occurrence of DEALER may exist. An occurrence of CONTROLLED ITEM ASSIGNMENT may exist.

Post Condition: One or more occurrences of SUPPORTING DOCUMENT are related to PLATE. An occurrence of PLATE STATUS is created. This occurrence of CUSTOMER, DEALER and one or more occurrences of CUSTOMER ADDRESS may be created. This occurrence of PLATE is related to DEALER. An occurrence of PLATE STOCK is updated. An occurrence of CONTROLLED ITEM ASSIGNMENT may be updated. An occurrence of ACTIVITY STATUS is created.

Implementation Consideration: Provide the ability to issue a range or multiple plates to a dealer.

### **6.6.2 Revoke Dealer Plate**

The purpose of this process is to record that the issuance of a dealer plate has been revoked.

Pre Condition: This occurrence of PLATE must exist.

Post Condition: An occurrence of PLATE STATUS is created.

Implementation Consideration: Provide the ability to revoke a range or multiple plates for a dealer. If the dealer's MVC license expires or is no longer valid the dealer's plates will be revoked.

### **6.6.3 Reinstate Dealer Plate Issued to Dealer**

The purpose of this process is to record that the issuance of one or more dealer plates issued to a dealer has been reinstated.

Pre Condition: One or more occurrences of PLATE must exist. This occurrence of DEALER must exist.

Post Condition: One or more occurrences of PLATE STATUS is created.

Implementation Consideration: Provide the ability to reinstate a range or multiple dealer plates issued to a dealer. If the dealer's MVC license is renewed or reinstated the dealer's plates will be reinstated.

#### 6.6.4 Record Lost Issued Dealer Plate

The purpose of this process is to record that a plate that has been issued has been reported lost, missing or stolen.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. This occurrence of PLATE must exist.

Post Condition: One or more occurrences of SUPPORTING DOCUMENT are related to PLATE. An occurrence of PLATE STATUS is created. An occurrence of ACTIVITY STATUS is created.

Implementation Consideration: Provide the ability to record a range or multiple dealer plates issued to a dealer as being lost, missing or stolen.

#### 6.6.5 Issue Replacement Dealer Plate

The purpose of this process is record the issuance of a replacement dealer plate and to update inventory.

Business Rule: Prior to issuing a replacement plate, the previous plate must have been reported and recorded as lost or stolen.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. This occurrence of PLATE and CUSTOMER must exist. An occurrence of CONTROLLED ITEM ASSIGNMENT may exist.

Post Condition: One or more occurrences of SUPPORTING DOCUMENT may be related to PLATE. An occurrence of PLATE STATUS is created. This occurrence of PLATE is related to DEALER. An occurrence of PLATE STOCK is updated. An occurrence of CONTROLLED ITEM ASSIGNMENT may be updated. An occurrence of ACTIVITY STATUS is created.

Implementation Consideration: Provide the ability to replace a range or multiple dealer plates issued to a dealer.

#### 6.6.6 Record Lost Dealer Plate

The purpose of this process is to record that a dealer plate has been lost, missing or stolen from inventory.

Pre Condition: This occurrence of PLATE and PLATE STOCK must exist.

Post Condition: An occurrence of PLATE STATUS is created. This occurrence of PLATE STOCK is updated.

Implementation Consideration: Provide the ability to record a range or multiple dealer plates as being lost, missing or stolen from inventory.

#### 6.6.7 Return Lost Dealer Plate to Inventory

The purpose of this process is to record that an inappropriately issued dealer plate or lost dealer plate has been returned to inventory.

Pre Condition: This occurrence of PLATE must exist. This occurrence of PLATE STOCK must exist.

Post Condition: An occurrence of PLATE STATUS is created. If this occurrence of PLATE is associated with DEALER, then disassociate from DEALER. This occurrence of PLATE STOCK is updated.

Implementation Consideration: Provide the ability to return a range or multiple dealer plates to inventory.

#### 6.6.8 Remove Obsolete Dealer Plate

The purpose of this process is to remove an issued obsolete dealer plate that is no longer of interest to TRUST.

Pre Condition: This occurrence of PLATE must exist.

Post Condition: This occurrence of PLATE is disassociated from DEALER and deleted.

Implementation Consideration: Provide the ability to remove a range of obsolete dealer plates. A business rule will be defined to control the archival and automated deletion of TRUST information.

## 7 Permit And Placard Management

### 7.1 Temporary Operating Permit Maintenance

#### 7.1.1 Issue Temporary Operating Permit

The purpose of this process is to issue a temporary operating permit to a customer for the operation of vehicle, record the permit's expiration and to update inventory. If the vehicle is not registered in Tennessee vehicle ownership information will be created.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. An occurrence of ITEM must exist. One or more occurrences of CUSTOMER, OWNERSHIP, and VEHICLE may exist. This occurrence of REGISTRATION may exist. An occurrence of CONTROLLED ITEM ASSIGNMENT may exist.

Post Condition: One or more occurrences of CUSTOMER and CUSTOMER ADDRESS and OWNERSHIP may be created. An occurrence of VEHICLE and VEHICLE DETAIL may be created. This occurrence of ITEM is updated. An occurrence of ITEM STATUS is created. One or more occurrences of SUPPORTING DOCUMENT may be related to ITEM. This occurrence of ITEM is related to VEHICLE or REGISTRATION if it exists. An occurrence of CONTROLLED STOCK is updated. An occurrence of CONTROLLED ITEM ASSIGNMENT may be updated. An occurrence of ACTIVITY STATUS is created.

#### 7.1.2 Record Lost Issued Temporary Operating Permit

The purpose of this process is to record that a customer has reported that a previously issued temporary operating permit has been lost, missing or stolen.

Pre Condition: This occurrence of ITEM must exist.

Post Condition: An occurrence of ITEM STATUS is created.

#### 7.1.3 Issue Replacement Temporary Operating Permit

The purpose of this process is to record the issuance of a replacement temporary operating permit, record the permit's expiration, and to update inventory.

Business Rule: The customer is required to purchase the replacement temporary operating permit and the permit retains the same expiration date as the original one purchased

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. This occurrence of ITEM must exist. An occurrence of CONTROLLED STOCK must exist. An occurrence of CONTROLLED ITEM ASSIGNMENT may exist.

Post Condition: This occurrence of ITEM is updated. An occurrence of ITEM STATUS is created. This occurrence of ITEM is related to VEHICLE or REGISTRATION if it exists. One or more occurrences of SUPPORTING DOCUMENT may be related to REGISTRATION. An occurrence of CONTROLLED STOCK is updated. An occurrence of CONTROLLED ITEM ASSIGNMENT may be updated. An occurrence of ACTIVITY STATUS is created.

#### 7.1.4 Remove Obsolete Temporary Operating Permit

The purpose of this process is to remove an obsolete issued temporary operating permit that is no longer of interest to TRUST.

Pre Condition: This occurrence of ITEM must exist.

Post Condition: This occurrence of ITEM is disassociated from REGISTRATION or VEHICLE and deleted.

Implementation Consideration: Provide the ability to remove a range of obsolete temporary operating permits. A business rule will be defined to control the archival and automated deletion of TRUST information.

### 7.2 Farm Permit Maintenance

#### 7.2.1 Issue Farm Permit

The purpose of this process is to issue a farm permit to a customer for the operation of farm vehicle at a higher weight class for a temporary period of time, record the permit's expiration and to update inventory.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. An occurrence of ITEM must exist. An occurrence of REGISTRATION related to this VEHICLE must exist. An occurrence of CONTROLLED ITEM ASSIGNMENT may exist.

Post Condition: This occurrence of ITEM is updated. An occurrence of ITEM STATUS is created. One or more occurrences of SUPPORTING DOCUMENT may be related to REGISTRATION. This occurrence of ITEM is related to REGISTRATION. An occurrence of CONTROLLED STOCK is



updated. An occurrence of CONTROLLED ITEM ASSIGNMENT may be updated. An occurrence of ACTIVITY STATUS is created.

#### 7.2.2 Record Lost Issued Farm Permit

The purpose of this process is to record that a customer has reported that a previously issued farm permit has been lost, missing or stolen.

Pre Condition: This occurrence of ITEM and REGISTRATION must exist.

Post Condition: An occurrence of ITEM STATUS is created.

#### 7.2.3 Issue Replacement Farm Permit

The purpose of this process is to record the issuance of a replacement farm permit, record the permit's expiration, and to update inventory.

Business Rule: The customer is required to purchase the replacement farm permit.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. This occurrence of REGISTRATION and ITEM must exist. An occurrence of CONTROLLED STOCK must exist. An occurrence of CONTROLLED ITEM ASSIGNMENT may exist.

Post Condition: This occurrence of ITEM is updated. An occurrence of ITEM STATUS is created. This occurrence of ITEM is related to REGISTRATION. One or more occurrences of SUPPORTING DOCUMENT may be related to REGISTRATION. An occurrence of CONTROLLED STOCK is updated. An occurrence of CONTROLLED ITEM ASSIGNMENT may be updated. An occurrence of ACTIVITY STATUS is created.

#### 7.2.4 Remove Obsolete Farm Permit

The purpose of this process is to remove an obsolete issued farm permit that is no longer of interest to TRUST.

Pre Condition: This occurrence of ITEM must exist.

Post Condition: This occurrence of ITEM is disassociated from REGISTRATION and deleted.

Implementation Consideration: Provide the ability to remove a range of obsolete farm permits. A business rule will be defined to control the archival and automated deletion of TRUST information.

### 7.3 Non Resident Permit Maintenance

#### 7.3.1 Issue Non Resident Permit

The purpose of this process is to issue a non resident permit to a customer for the temporary operation of an out-of-state farm vehicle, record the permit's expiration and to update inventory.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. An occurrence of ITEM must exist. An occurrence of an active TITLE related to this VEHICLE does not exist. This occurrence of OUT OF STATE VEHICLE and CUSTOMER may exist. An occurrence of CONTROLLED ITEM ASSIGNMENT may exist.

Post Condition: This occurrence of ITEM is updated. An occurrence of ITEM STATUS is created. One or more occurrences of SUPPORTING DOCUMENT may be related to ITEM. An occurrence of OUT OF STATE VEHICLE, CUSTOMER, and one or more occurrences of CUSTOMER address may be created. This occurrence of ITEM is related to CUSTOMER. An occurrence of CONTROLLED STOCK is updated. An occurrence of CONTROLLED ITEM ASSIGNMENT may be updated. An occurrence of ACTIVITY STATUS is created.

#### 7.3.2 Record Lost Issued Non Resident Permit

The purpose of this process is to record that a customer has reported that a previously issued non resident permit has been lost, missing or stolen.

Pre Condition: This occurrence of ITEM must exist.

Post Condition: An occurrence of ITEM STATUS is created.

#### 7.3.3 Issue Replacement Non Resident Permit

The purpose of this process is to record the issuance of a replacement non resident permit, record the permit's expiration, and to update inventory.

Business Rule: The customer is required to purchase the replacement non resident permit.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. This occurrence of ITEM, OUT OF STATE VEHICLE, and CUSTOMER must exist. An occurrence of CONTROLLED STOCK must exist. An occurrence of CONTROLLED ITEM ASSIGNMENT may exist.

Post Condition: This occurrence of ITEM is updated. An occurrence of ITEM STATUS is created. One or more occurrences of SUPPORTING DOCUMENT may be related to ITEM. This occurrence of ITEM is related to CUSTOMER and OUT OF STATE VEHICLE. An occurrence of CONTROLLED STOCK is updated. An occurrence of CONTROLLED ITEM ASSIGNMENT may be updated. An occurrence of ACTIVITY STATUS is created.

#### 7.3.4 Remove Obsolete Non Resident Permit

The purpose of this process is to remove an obsolete issued non resident permit that is no longer of interest to TRUST.

Pre Condition: This occurrence of ITEM must exist.

Post Condition: This occurrence of ITEM is disassociated from CUSTOMER and deleted. An occurrence of OUT OF STATE VEHICLE may be deleted.

Implementation Consideration: Provide the ability to remove a range of obsolete non resident permits. A business rule will be defined to control the archival and automated deletion of TRUST information.

### 7.4 Disabled Placard Maintenance

#### 7.4.1 Issue Disabled Placard

The purpose of this process is to issue a disabled placard to a customer, record the placard's expiration and to update inventory. If the customer is an individual that is permanently confined to a wheel chair, an indicator is set to record this information.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. An occurrence of ITEM must exist. An occurrence of CUSTOMER and INDIVIDUAL or BUSINESS may exist. An occurrence of CONTROLLED ITEM ASSIGNMENT may exist.

Post Condition: This occurrence of ITEM is updated. One or more occurrences of SUPPORTING DOCUMENT may be related to ITEM. An occurrence of ITEM STATUS is created. An occurrence of CUSTOMER and INDIVIDUAL or BUSINESS may be created or updated. One or more occurrences of CUSTOMER ADDRESS may be created or updated. This occurrence of ITEM is related to CUSTOMER. An occurrence of CONTROLLED STOCK is updated. An occurrence of CONTROLLED ITEM ASSIGNMENT may be updated. An occurrence of ACTIVITY STATUS is created.

#### 7.4.2 Renew Disabled Placard

The purpose of this process is to renew a permanent disabled placard for a customer, record the placard's expiration and to update inventory. If the customer is an individual that is permanently confined to a wheel chair, an indicator is set to record this information.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. An occurrence of ITEM must exist. An occurrence of CUSTOMER and INDIVIDUAL or BUSINESS must exist. An occurrence of CONTROLLED ITEM ASSIGNMENT may exist.

Post Condition: This occurrence of ITEM is updated. One or more occurrences of SUPPORTING DOCUMENT may be related to ITEM. An occurrence of ITEM STATUS is created. An occurrence of CUSTOMER and INDIVIDUAL or BUSINESS may be updated. One or more occurrences of CUSTOMER ADDRESS may be created or updated. This occurrence of ITEM is related to CUSTOMER. An occurrence of CONTROLLED STOCK is updated. An occurrence of CONTROLLED ITEM ASSIGNMENT may be updated. An occurrence of ACTIVITY STATUS is created.

#### 7.4.3 Revoke Disabled Placard

The purpose of this process is to record that the issuance of a disabled placard to a customer for the operation of a vehicle has been revoked.

Business Rule: A disabled placard is revoked when information is received indicating that the customer is deceased.

Pre Condition: This occurrence of ITEM must exist.

Post Condition: An occurrence of ITEM STATUS is created.

#### 7.4.4 Reinstate Disabled Placard

The purpose of this process is to record that the issuance of disabled placard to a customer for the operation of a vehicle has been reinstated.

Pre Condition: This occurrence of ITEM must exist.

Post Condition: An occurrence of ITEM STATUS is created.

#### 7.4.5 Record Lost Issued Disabled Placard

The purpose of this process is to record that a customer has reported that a previously issued disabled placard has been lost, missing or stolen.

Pre Condition: This occurrence of ITEM must exist.

Post Condition: An occurrence of ITEM STATUS is created.

#### 7.4.6 Issue Replacement Disabled Placard

The purpose of this process is to record the issuance of a replacement disabled placard, record the placard's expiration, and to update inventory.

Business Rule: The customer is required to purchase the replacement disabled placard.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. This occurrence of ITEM and CUSTOMER must exist. An occurrence of CONTROLLED STOCK must exist. An occurrence of CONTROLLED ITEM ASSIGNMENT may exist.

Post Condition: This occurrence of ITEM is updated. One or more occurrences of SUPPORTING DOCUMENT may be related to ITEM. An occurrence of ITEM STATUS is created. This occurrence of ITEM is related to CUSTOMER. An occurrence of CONTROLLED STOCK is updated. An occurrence of CONTROLLED ITEM ASSIGNMENT may be updated. An occurrence of ACTIVITY STATUS is created.

#### 7.4.7 Remove Obsolete Disabled Placard

The purpose of this process is to remove an obsolete issued disabled placard that is no longer of interest to TRUST.

Pre Condition: This occurrence of ITEM must exist.

Post Condition: This occurrence of ITEM is disassociated from CUSTOMER and deleted.

Implementation Consideration: Provide the ability to remove a range of obsolete disabled placards. A business rule will be defined to control the archival and automated deletion of TRUST information.

### 7.5 Hearing Impaired Decal Maintenance

#### 7.5.1 Issue Hearing Impaired Decal

The purpose of this process is to issue a hearing impaired decal to a customer and to update inventory.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. An occurrence of ITEM must exist. An occurrence of CUSTOMER may exist. An occurrence of CONTROLLED ITEM ASSIGNMENT may exist.

Post Condition: An occurrence of ITEM STATUS is created. One or more occurrences of SUPPORTING DOCUMENT may be related to ITEM. An occurrence of CUSTOMER and INDIVIDUAL may be created. One or more occurrences of CUSTOMER address may be created. This occurrence of ITEM is related to CUSTOMER. An occurrence of CONTROLLED STOCK is updated. An occurrence of CONTROLLED ITEM ASSIGNMENT may be updated. An occurrence of ACTIVITY STATUS is created.

#### 7.5.2 Record Lost Issued Hearing Impaired Decal

The purpose of this process is to record that a customer has reported that a previously issued hearing impaired decal has been lost, missing or stolen.

Pre Condition: This occurrence of ITEM must exist.

Post Condition: An occurrence of ITEM STATUS is created.

### 7.5.3 Issue Replacement Hearing Impaired Decal

The purpose of this process is to record the issuance of a replacement hearing impaired decal and to update inventory.

Business Rule: The customer is required to purchase the replacement hearing impaired decal.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. This occurrence of ITEM and CUSTOMER must exist. An occurrence of CONTROLLED STOCK must exist. An occurrence of CONTROLLED ITEM ASSIGNMENT may exist.

Post Condition: An occurrence of ITEM STATUS is created. One or more occurrences of SUPPORTING DOCUMENT may be related to ITEM. This occurrence of ITEM is related to CUSTOMER. An occurrence of CONTROLLED STOCK is updated. An occurrence of CONTROLLED ITEM ASSIGNMENT may be updated. An occurrence of ACTIVITY STATUS is created.

### 7.5.4 Remove Obsolete Hearing Impaired Decal

The purpose of this process is to remove an obsolete issued hearing impaired decal that is no longer of interest to TRUST.

Pre Condition: This occurrence of ITEM must exist.

Post Condition: This occurrence of ITEM is disassociated from CUSTOMER and deleted.

Implementation Consideration: Provide the ability to remove a range of obsolete hearing impaired decals. A business rule will be defined to control the archival and automated deletion of TRUST information.

## 7.6 Drive Out Tag Maintenance

### 7.6.1 Issue Drive Out Tag to Dealer

The purpose of this process is to issue a drive out tag to a dealer and to update inventory. A drive out tag can also be issued to authorized organizations, i.e. Families First, lienholders for repossessions.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENTS may exist. One or more occurrences of ITEM must exist. This occurrence of DEALER may exist. One or more occurrences of CONTROLLED ITEM ASSIGNMENT may exist.

Post Condition: One or more occurrences of ITEM STATUS is created. One or more occurrences of SUPPORTING DOCUMENTS may be related to ITEM. This occurrence of CUSTOMER, DEALER and one or more occurrences of CUSTOMER ADDRESS may be created. Each occurrence of ITEM is related to DEALER. An occurrence of CONTROLLED STOCK is updated. One or more occurrences of CONTROLLED ITEM ASSIGNMENT may be updated. An occurrence of ACTIVITY STATUS is created.

Implementation Consideration: Provide the ability to issue a range or multiple drive out tags to a dealer.

#### 7.6.2 Revoke Drive Out Tag Issued to Dealer

The purpose of this process is to record that the validity of a drive out tag issued to a dealer has been revoked.

Pre Condition: This occurrence of ITEM must exist. This occurrence of DEALER must exist.

Post Condition: This occurrence of ITEM STATUS is created.

Implementation Consideration: Provide the ability to revoke a range or multiple drive out tags issued to a dealer.

#### 7.6.3 Reinstate Drive Out Tag Issued to Dealer

The purpose of this process is to record that the validity of a drive out tag issued to a dealer has been reinstated.

Pre Condition: An occurrence of ITEM must exist. This occurrence of DEALER must exist.

Post Condition: An occurrence of ITEM STATUS is created.

Implementation Consideration: Provide the ability to reinstate a range or multiple drive out tags issued to a dealer.

#### 7.6.4 Remove Obsolete Drive Out Tag

The purpose of this process is to remove an obsolete issued drive out tag that is no longer of interest to TRUST.

Pre Condition: This occurrence of ITEM must exist.

Post Condition: This occurrence of ITEM is disassociated from DEALER and deleted.

Implementation Consideration: Provide the ability to remove a range or multiple obsolete drive out tags. A business rule will be defined to control the archival and automated deletion of TRUST information.

## 8 Customer Management

### 8.1 Customer Maintenance

#### 8.1.1 Update Customer Information

The purpose of this process is to record updated information for a customer, this may include a name change, change in address, mail to instructions, or other miscellaneous information.

Pre Condition: This occurrence of ACTIVITY and CUSTOMER must exist. An occurrence of OWNERSHIP may exist.

Post Condition: This occurrence of CUSTOMER may be updated. One or more CUSTOMER ADDRESS may be created, updated or deleted. One or more occurrences of OWNERSHIP may be updated (only to change the mail to indicator). An occurrence of ACTIVITY STATUS is created.

#### 8.1.2 Remove Obsolete Customer

The purpose of this process is to remove an obsolete customer that is no longer of interest to TRUST.

Pre Condition: This occurrence of CUSTOMER must exist and associations to other TRUST entities must not exist.

Post Condition: This occurrence of CUSTOMER and one or more CUSTOMER ADDRESS may be deleted.

Implementation Consideration: A business rule will be defined to control the archival and automated deletion of TRUST information.

#### 8.1.3 Designate Business as a Fleet

The purpose of this process is to record that a business customer has been designated as a fleet.

Pre Condition: This occurrence of ACTIVITY and (BUSINESS)CUSTOMER must exist.

Post Condition: This occurrence of (BUSINESS)CUSTOMER is updated. An occurrence of ACTIVITY STATUS is created.

#### 8.1.4 Record Relinquished Personalized Plate Right

The purpose of this process is to record that a customer has relinquished their right to a personalized plate.

Pre Condition: This occurrence of ACTIVITY may exist. This occurrence of CUSTOMER and PERSONALIZED RIGHT must exist.

Post Condition: This occurrence of PERSONALIZED RIGHT is updated. An occurrence of ACTIVITY STATUS may be created.

### 8.2 Information Request Maintenance

#### 8.2.1 Provide Information to Customer

The purpose of this process is to record that a customer has been provided with the information they requested.

Pre Condition: This occurrence of ACTIVITY must exist. An occurrence of CUSTOMER may exist. This occurrence of INFORMATION does not exist.

Post Condition: An occurrence of CUSTOMER and CUSTOMER ADDRESS may be created or updated. A related occurrence of INDIVIDUAL, DEALER or BUSINESS may also be created or updated. An occurrence of INFORMATION is created. An occurrence of ACTIVITY STATUS is updated.

#### 8.2.2 Remove Obsolete Information Request

The purpose of this process is to remove an information request that is no longer of interest to TRUST.

Pre Condition: This occurrence of INFORMATION must exist.

Post Condition: This occurrence of INFORMATION is disassociated from CUSTOMER and deleted.

Implementation Consideration: A business rule will be defined to control the archival and automated deletion of TRUST information.

## **9 Cash Management**

### **9.1 Cash Drawer Maintenance**

#### **9.1.1 Open Cash Drawer & Assign Staff**

The purpose of this process is to open a cash drawer, assign the staff member responsible for operating this cash drawer, and to record the starting balance of the cash drawer.

Pre Condition: This occurrence of OFFICE and STAFF must exist. This occurrence of CASH DRAWER may exist.

Post Condition: This occurrence of CASH DRAWER may be created. This occurrence of CASH DRAWER is related to OFFICE. An occurrence of CASH DRAWER ASSIGNMENT is created and related to STAFF. An occurrence of CASH DRAWER ACTIVITY and CASH DRAWER STATUS is created.

#### **9.1.2 Change Staff Member Assignment**

The purpose of this process is to end the assignment of a staff member currently responsible for the operation of a cash drawer and to assign a different staff member to take over this responsibility.

Pre Condition: This occurrence of CASH DRAWER, CASH DRAWER ASSIGNMENT (for staff currently assigned), and STAFF (staff member being assigned) must exist.

Post Condition: This occurrence of CASH DRAWER ASSIGNMENT is updated. An occurrence of CASH DRAWER ASSIGNMENT is created and related to STAFF.

#### **9.1.3 Assign Controlled and Plate Stock**

The purpose of this process is to assign controlled stock item(s) and/or plate stock to a cash drawer station(s).

Pre Condition: One or more occurrences of CASH DRAWER must exist. One or more occurrences of ITEM and/or PLATE must exist. This occurrence of CONTROLLED ITEM ASSIGNMENT does not exist.

Post Condition: One or more occurrences of CONTROLLED ITEM ASSIGNMENT is created and related to each ITEM or PLATE and each CASH DRAWER as appropriate.

Implementation Consideration: Provide the ability to assign a sequenced range of numbers for items and/or plates to a cash drawer station(s).

#### **9.1.4 Release Controlled and Plate Stock**

The purpose of this process is to release controlled and/or plate stock from its assignment to a cash drawer(s).



Pre Condition: This occurrence of CONTROLLED ITEM ASSIGNMENT must exist.

Post Condition: This occurrence of CONTROLLED ITEM ASSIGNMENT is deleted.

Implementation Consideration: Provide the ability to release a sequenced range of numbers items for items and/or plate stock from a cash drawer station(s).

#### 9.1.5 Record Instant Refund

The purpose of this process is to record that an 'instant' refund has been made from a cash drawer and the amount of payment applied to the activity is zero.

Pre Condition: This occurrence of ACTIVITY, PAYMENT, CASH DRAWER ACTIVITY must exist.

Post Condition: One or more occurrences of PAYMENT is updated. One or more occurrences of SUPPORTING DOCUMENT may be created and associated with ACTIVITY.

Implementation Consideration: The ability to execute this process may be restricted to designated staff members.

#### 9.1.6 Close Cash Drawer

The purpose of this process is to designate a cash drawer as closed and to indicate that both the monetary and controlled stock item reconciliation process can take place.

Pre Condition: This occurrence of CASH DRAWER ACTIVITY must exist.

Post Condition: This occurrence of CASH DRAWER STATUS is created.

#### 9.1.7 Record Ending Cash Balance

The purpose of this process is to record the monetary value physically counted as received for activities conducted at this cash drawer and the monetary balance as calculated by TRUST for all activities conducted at this cash drawer.

Pre Condition: This occurrence of CASH DRAWER ACTIVITY must exist.

Post Condition: This occurrence of CASH DRAWER ACTIVITY is updated.

Implementation Consideration: This process may be repeated several times during the reconciliation process.

#### 9.1.8 Record Monetary Adjusting Entry

The purpose of this process is to record the monetary amount of overage or underage that cannot be reconciled and the reason the adjustment was required.

Pre Condition: This occurrence of CASH DRAWER ACTIVITY must exist. This occurrence of DRAWER ADJUSTMENT does not exist.

Post Condition: One or more occurrences of DRAWER ADJUSTMENT is created.

Implementation Consideration: During the reconciliation process, an incorrectly recorded payment, refund, or activity may be identified. TRUST must provide the ability for the correction of all

erroneous entries prior to the cash drawer being recorded as reconciled. The correction of erroneous entries would not be considered an adjusting entry, however, they would be included on an audit trail.

#### 9.1.9 Record Approval of Monetary Adjusting Entry

The purpose of this process is to record approval of one or more monetary adjusting entries by the staff member designated with this responsibility.

Pre Condition: One or more occurrences of DRAWER ADJUSTMENT must exist.

Post Condition: One or more occurrences of DRAWER ADJUSTMENT is updated.

#### 9.1.10 Record Assigned Item Adjusting Entry

The purpose of this process is to record that a controlled item assigned to a cash drawer can not be reconciled with the ending cash drawer controlled item inventory report.

Pre Condition: This occurrence of CONTROLLED ITEM ASSIGNMENT must exist. This occurrence of ASSIGNED ITEM ADJUSTMENT does not exist.

Post Condition: An occurrence of ASSIGNED ITEM ADJUSTMENT is created.

Implementation Consideration: During the reconciliation process, an incorrectly recorded issuance of a plate or controlled stock item may be identified. TRUST must provide the ability for the correction of all erroneous entries prior to the cash drawer being recorded as reconciled. The correction of erroneous entries would not be considered an adjusting entry, however, they would be included on an audit trail.

#### 9.1.11 Record Approval of Assigned Item Adjusting Entry

The purpose of this process is to record approval of one or more assigned item adjusting entries by the staff member designated with this responsibility. Also, the status for a plate or controlled stock item that has an approved adjusting entry indicating it was 'lost, missing, or stolen' must be updated.

Pre Condition: This occurrence of ASSIGNED ITEM ADJUSTMENT must exist.

Post Condition: This occurrence of ASSIGNED ITEM ADJUSTMENT is updated. An occurrence of PLATE STATUS or ITEM STATUS may be created.

#### 9.1.12 Record Completion of Reconciliation

The purpose of this process is to record that the reconciliation of a cash drawer has been completed and both the monetary value of the cash drawer and the count of remaining controlled stock items assigned to the cash drawer have been reconciled.

Pre Condition: This occurrence of CASH DRAWER ACTIVITY must exist.

Post Condition: This occurrence of CASH DRAWER STATUS is created.

### 9.2 Payment Maintenance

#### 9.2.1 Assessment of Fees for Services

The purpose of this process is to calculate and record the fees and taxes related to services provided to a customer. This includes calculating and including any credits to fees that the customer is eligible to receive as a result of previous services provided to the customer.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of ACTIVITY FEE TAX and ACTIVITY TAX does not exist.

Post Condition: One or more occurrences of ACTIVITY FEE TAX are created. One or more occurrences of ACTIVITY TAX may be created.

Implementation Consideration: TRUST must provide the ability to calculate all fees, taxes, and applicable credits (may be prorated) based on the activity performed for the customer.

#### 9.2.2 Record Receipt of Payment at Cash Drawer

The purpose of this process is to record that a customer's payment for one or more activities has been received and is included in a cash drawer's balance.

Pre Condition: This occurrence of PAYMENT does not exist. One or more occurrences of ACTIVITY must exist. An occurrence of CASH DRAWER ACTIVITY must exist.

Post Condition: One or more occurrences of PAYMENT is created. One or more occurrences of SUPPORTING DOCUMENT may be created and associated with appropriate ACTIVITY. One or more occurrences of ACTIVITY PAYMENT is created and associated with the appropriate ACTIVITY.

Implementation Consideration: For payments by credit card, provide the ability to electronically read and record credit card information and to validate and record credit card authorization information in TRUST.

Provide the ability to electronically perform franking (record bank, checking, credit card) information and record the information in TRUST.

Provide the ability to retrieve activity information from a previously encoded 2-D barcode.

#### 9.2.3 Record Bad Check

The purpose of this process is to record that a bad check has been received as payment for one or more activities and to record that funds associated with this check cannot be applied as payment for the activity, and to 'flag' the customer that remitted the bad check.

Pre Condition: This occurrence of PAYMENT must exist. One or more occurrences of ACTIVITY must exist. This occurrence of CUSTOMER must exist.

Post Condition. This occurrence of CUSTOMER and one or more occurrences of PAYMENT is updated. One or more occurrences of SUPPORTING DOCUMENT may be created and associated with appropriate ACTIVITY.

#### 9.2.4 Record Receipt of Cash (in the TDOS Mail Room)

The purpose of this process is to record that a customer has mailed in a cash payment (including those representing partial fees) for an activity.

Pre Condition: This occurrence of ACTIVITY may exist. This occurrence of PAYMENT does not exist.

Post Condition: This occurrence of PAYMENT is created and one or more occurrences of ACTIVITY PAYMENT may be created and related to one or more occurrences of ACTIVITY.

Implementation Consideration:

At TDOS offices, cash is receipted in the mail room and separated from the activity documentation and routed to the staff member responsible for holding all cash. TRUST must provide the ability to automate the association of the activity documentation with the payment(s) recorded as received by the mail room (a receipting tracking number and document is currently used). The activity documentation is then routed to appropriate staff for processing.

Provide the ability to retrieve activity information from a previously encoded 2-D barcode.

#### 9.2.5 Record Deposit

The purpose of this process is to record the deposit of payments into a bank account and prepare deposit and detailed manifest documentation.

Pre Condition: This occurrence of DEPOSIT does not exist. One or more occurrences of PAYMENT must exist.

Post Condition: This occurrence of DEPOSIT is created and associated with all PAYMENT(s) included in the amount deposited.

### 9.3 County Fee Remittance

#### 9.3.1 Record County Remittance of Fees

The purpose of this process is to record that a county has remitted to the state fees collected for services and/or associated penalties for the late remittance of fees.

Pre Condition: This occurrence of OFFICE and one or more occurrences of ACTIVITY FEE TAX must exist. One or more occurrences of PENALTY related to previous REMITTANCE(s) may exist. This occurrence of REMITTANCE does not exist.

Post Condition: This occurrence of REMITTANCE is created.

#### 9.3.2 Record TDOS Receipt of County Remittance

The purpose of this process is to record that TDOS has received a county's remittance of fees.

Pre Condition: This occurrence of REMITTANCE must exist.

Post Condition: This occurrence of REMITTANCE is updated.

#### 9.3.3 Assess Remittance Penalty

The purpose of this process is to record the assessment of a penalty assessed against a county clerk for not remitting activity fee(s)/tax(s) by the appropriate date.

Pre Condition: This occurrence of REMITTANCE must exist. This occurrence of PENALTY does not exist.

Post Condition: This occurrence of PENALTY is created.

**9.3.4 Record Penalty Waiver**

The purpose of this process is to record the waiver of a penalty assessed to a county clerk for the late remittance of fees.

Pre Condition: This occurrence of PENALTY must exist.

Post Condition: This occurrence of PENALTY is updated.

**9.3.5 Record Request for Remittance Waiver**

The purpose of this process is to record that a county has requested a waiver for the required due date for the remittance of fees to TDOS and to identify the activities associated with the waiver request.

Pre Condition: This occurrence of OFFICE and one or more occurrences of ACTIVITY FEE TAX must exist. This occurrence of REMITTANCE WAIVER does not exist.

Post Condition: This occurrence of REMITTANCE WAIVER is created and related to one or more occurrences of ACTIVITY FEE TAX.

**9.3.6 Record TDOS Action on Remittance Waiver**

The purpose of this process is to record TDOS approval or disapproval for a county's request for a waiver to the required due date of the remittance of fees to TDOS.

Pre Condition: This occurrence of REMITTANCE WAIVER must exist.

Post Condition: This occurrence of REMITTANCE WAIVER is updated.

**9.4 Refund Maintenance**

Implementation Consideration: Refund requests have a predefined set of review and approval steps that the refund must go through prior to the issuance of a refund. In order to clearly document requirements related to refunds, the process model includes a separate refund maintenance area. The review and approval portion of this area may be handled within the Work in Progress functional area depending on the final design of TRUST.

**9.4.1 Initiate Refund Request**

The purpose of this process is to initiate a request for a refund and to identify the previous activities associated with the refund request.

Business Rule: A refund request must be related to one or more previous activities.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. One or more occurrences of ACTIVITY related to the REFUND may exist.

Post Condition: This occurrence of REFUND is created and related to ACTIVITY. One or more occurrences of SUPPORTING DOCUMENT may be related to REFUND. One or more occurrences of ACTIVITY may also be related to REFUND.

**9.4.2 Record County Clerk Refund Recommendation**

The purpose of this process is to record a staff member's recommendation of the amount of money the County Clerk should refund to a customer in response to this refund request. The staff member may

recommend approval of the full amount of the request, approval of a portion of the amount requested, or disapprove the refund request. Supervisor approval may be required based on the refund monetary thresholds established by the County Clerk's Office.

Pre Condition: This occurrence of ACTIVITY and REFUND must exist.

Post Condition: An occurrence of REFUND ACTION is created. An occurrence of LETTER and ACTIVITY STATUS may be created.

#### 9.4.3 Record County Clerk Supervisor Refund Authorization

The purpose of this process is to record a County Clerk's supervisor approval or disapproval of the recommended amount of money the County Clerk should refund to a customer in response to this refund request.

Pre Condition: This occurrence of ACTIVITY and REFUND must exist.

Post Condition: An occurrence of REFUND ACTION is created. An occurrence of LETTER and ACTIVITY STATUS may be created.

#### 9.4.4 Record TDOS Refund Recommendation

The purpose of this process is to record a staff member's recommendation of the amount of money TDOS should refund to a customer in response to this refund request. The staff member may recommend approval of the full amount of the request, approval of a portion of the amount requested, or disapprove the refund request. Supervisor approval may be required based on the refund monetary thresholds established by the TDOS office.

Pre Condition: This occurrence of ACTIVITY and REFUND must exist.

Post Condition: An occurrence of REFUND ACTION is created. An occurrence of LETTER and ACTIVITY STATUS may be created.

#### 9.4.5 Record TDOS Supervisor Refund Authorization

The purpose of this process is to record a TDOS supervisor approval or disapproval of the recommended amount of money TDOS should refund to a customer in response to this refund request.

Pre Condition: This occurrence of ACTIVITY and REFUND must exist.

Post Condition: An occurrence of REFUND ACTION is created. An occurrence of LETTER and ACTIVITY STATUS may be created.

#### 9.4.6 Designate Funding Source for Refund

The purpose of this process is to designate the funding source to be used to fund the approved amount of the refund.

Pre Condition: This occurrence of REFUND must exist.

Post Condition: One or more occurrences of REFUNDED FEE TAX may be created.

Implementation Consideration: An approved refund activity is always associated to one or more previous activities. Provide the ability to designate funding sources for the refund based on the

original allocation of the funds received for the previous activity(s) associated with the request for the refund.

#### 9.4.7 Record Refund Issued

The purpose of this process is to record that a refund made by check or credit to a credit card has been issued to the customer.

Pre Condition: This occurrence of ACTIVITY and REFUND must exist.

Post Condition: This occurrence of REFUND CHECK may be created.

## 10 Plate and Stock Management

### 10.1 Plate Master Maintenance

#### 10.1.1 Record Legislative Authorized Plate Information

The purpose of this process is to record information for a new license plate that has been authorized by the legislature but has not been qualified.

Pre Condition: This occurrence of LEGISLATION INFORMATION does not exist.

Post Condition: This occurrence of LEGISLATION INFORMATION is created.

Implementation Consideration: The Tennessee Department of Safety will no longer be interested in this information when a year has passed since the effective date of the legislation information and the plate has not been qualified. When a plate is qualified, this information can be used to populate the special plate initiation. A business rule will be defined to control the archival and automated deletion of TRUST information.

#### 10.1.2 Update Legislative Authorized Plate Information

The purpose of this process is to record updated information received for a new license plate that has been authorized by the legislature but has not been qualified.

Pre Condition: This occurrence of LEGISLATION INFORMATION must exist.

Post Condition: This occurrence of LEGISLATION INFORMATION is updated.

#### 10.1.3 Establish Plate Master

The purpose of this process is to establish a new plate class and issue year that has been authorized by legislative action. Also, detail information concerning this plate may be established.

Pre Condition: This occurrence of PLATE MASTER does not exist.

Post Condition: An occurrence of PLATE MASTER and PLATE MASTER STATUS is created. An occurrence of SPECIFICATION, ART WORK, and COST may be created. One or more occurrences of PLATE NUMBER FORMAT may be created.

#### 10.1.4 Update Plate Master

The purpose of this process is to revise information for a plate class and issue year.

Pre Condition: This occurrence of PLATE MASTER must exist.

Post Condition: This occurrence of PLATE MASTER is updated.

#### Document Plate Specification

The purpose of this process is to document a specification for a plate class and issue year.

Pre Condition: This occurrence of PLATE MASTER must exist. This occurrence of SPECIFICATION may exist.

Post Condition: This occurrence of SPECIFICATION may be created or updated.

#### 10.1.5 Receive Art Work for Plate Master

The purpose of this process is to capture a graphic image of art work for a plate class and issue year and to record its receipt.

Pre Condition: This occurrence of PLATE MASTER must exist. This occurrence of ART WORK does not exist.

Post Condition: This occurrence of ART WORK is created.

#### 10.1.6 Capture Plate Master Image

The purpose of this process is to capture a digital representation of the plate class and issue year.

Pre Condition: This occurrence of PLATE MASTER must exist. This occurrence of PLATE MASTER IMAGE may exist.

Post Condition: This occurrence of PLATE MASTER IMAGE is created or updated.

#### 10.1.7 Designate Plate Number Format

The purpose of this process is to record a plate number format for a plate class and issue year.

Pre Condition: This occurrence of PLATE MASTER must exist. This occurrence of PLATE NUMBER FORMAT does not exist.

Post Condition: This occurrence of PLATE NUMBER FORMAT is created.

#### 10.1.8 Send Plate Master Specifications to Plate Supplier

The purpose of this process is to record that the specifications and art work for a plate class and issue year have been sent to the plate supplier to produce a sample.

Pre Condition: This occurrence of PLATE MASTER, SPECIFICATION, and PLATE NUMBER FORMAT must exist. An occurrence of ART WORK may exist.

Post Condition: An occurrence of DESIGN ACTION is created.

#### 10.1.9 Record Receipt of Sample



The purpose of this process is to record the receipt of a sample plate from the plate supplier.

Pre Condition: This occurrence of PLATE MASTER must exist.

Post Condition: This occurrence of DESIGN ACTION is created.

10.1.10 Record TDOS Action for a Sample

The purpose of this process is to record the TDOS staff action (rejection or approval) taken as a result of reviewing a sample plate.

Pre Condition: This occurrence of PLATE MASTER must exist.

Post Condition: This occurrence of DESIGN ACTION is created.

10.1.11 Record Plate Cost

The purpose of this process is to record the production and shipping cost of a plate class and issue year.

Pre Condition: This occurrence of PLATE MASTER must exist.

Post Condition: This occurrence of COST is created.

10.1.12 Authorize Plate Production

The purpose of this process is to record that TDOS has authorized this plate class and issue year for production.

Pre Condition: This occurrence of PLATE MASTER must exist.

Post Condition: This occurrence of PLATE MASTER may be updated. This occurrence of PLATE MASTER STATUS is created.

10.1.13 Designate No More Production

The purpose of this process is to designate the last day that orders for production for a plate class and issue year may be processed.

Pre Condition: This occurrence of PLATE MASTER must exist.

Post Condition: This occurrence of PLATE MASTER is updated.

10.1.14 Designate Plate as Obsolete

The purpose of this process is to designate that all plates for this plate class and issue year are obsolete as of a date.

Pre Condition: This occurrence of PLATE MASTER must exist.

Post Condition: This occurrence of PLATE MASTER is updated. An occurrence of PLATE MASTER STATUS is created.

Implementation: Provide the ability to automatically update or derive the value of PLATE STATUS for all plates of this class and issue year based on the date of obsolescence and expiration of registration.

**10.1.15 Remove Obsolete Plate Master**

The purpose of this process is to remove an obsolete plate class and issue year that is no longer of interest to TRUST.

Pre Condition: This occurrence of PLATE MASTER must exist.

Post Condition: This occurrence of PLATE MASTER and all related entities are deleted.

Implementation Consideration: A business rule will be defined to control the archival and automated deletion of TRUST information.

**10.2 Cultural/Specialty Master Plate Maintenance****10.2.1 Establish Cultural/Specialty Plate Master**

The purpose of this process is to record the initiation of a cultural or specialty plate class and issue year by an organization and to establish the plate master. Also, a list of customers designated to receive a plate of this class and issue year will be created.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. This occurrence of SPECIAL PLATE INITIATION, ELIGIBILITY LIST, and occurrences of ORGANIZATION MEMBER do not exist. One or more occurrences of CUSTOMER may exist.

Post Condition: This occurrence of SPECIAL PLATE INITIATION is created. One or more occurrences of SUPPORTING DOCUMENT may be related to SPECIAL PLATE INITIATION. This occurrence of PLATE MASTER is created and related to SPECIAL PLATE INITIATION. An occurrence of ELIGIBILITY LIST is created. One or more occurrences of CUSTOMER and CUSTOMER ADDRESS may be created. One or more occurrences of ORGANIZATION MEMBER is created and related to CUSTOMER. An occurrence of ACTIVITY STATUS is created.

**10.2.2 Send Sample to Organization for Approval**

The purpose of this process is to record that a sample plate has been sent to an organization for approval.

Pre Condition: This occurrence of PLATE MASTER must exist.

Post Condition: This occurrence of DESIGN ACTION is created.

**10.2.3 Record Organization Action for a Sample**

The purpose of this process is to record the organization's action taken (rejection or approval) as a result of reviewing a sample plate.

Pre Condition: This occurrence of PLATE MASTER must exist.

Post Condition: This occurrence of DESIGN ACTION is created.

**10.3 Eligibility List Maintenance****10.3.1 Create New Eligibility List**

The purpose of this process is to create a new eligibility list for certain specialty plates and to identify the customer's eligible to receive plate for a designated plate class and issue year.

Pre Condition: This occurrence of ACTIVITY must exist. This occurrence of PLATE MASTER must exist. One or more occurrences of OFFICE must exist. One or more occurrences of CUSTOMER and CUSTOMER ADDRESS may exist. This occurrence of ELIGIBILITY LIST does not exist.

Post Condition: This occurrence of ELIGIBILITY LIST is created and related to an occurrence of PLATE MASTER. One or more occurrences of CUSTOMER and CUSTOMER ADDRESS may be created. Occurrences of ORGANIZATION MEMBER are created and related to this ELIGIBILITY LIST and occurrences of CUSTOMER. An occurrence of ACTIVITY STATUS is created.

#### 10.3.2 Add Customer to Eligibility List

The purpose of this process is to add one or more customers to the eligibility list of customers designated to receive a plate of this class and issue year.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. This occurrence of PLATE ELIGIBILITY LIST must exist. This occurrence of ORGANIZATION MEMBER does not exist.

Post Condition: One or more occurrences of CUSTOMER and CUSTOMER ADDRESS may be created. One or more occurrences of ORGANIZATION MEMBER is created and related to CUSTOMER. An occurrence of ACTIVITY STATUS is created.

#### 10.3.3 Update Eligibility List

The purpose of this process is to update information for one or more customers included on an eligibility list.

Pre Condition: This occurrence of ACTIVITY must exist. One or more occurrences of SUPPORTING DOCUMENT may exist. This occurrence of PLATE ELIGIBILITY LIST must exist. One or more occurrences of ORGANIZATION MEMBER must exist.

Post Condition: One or more occurrences of ORGANIZATION MEMBER is updated or disassociated from customer and deleted. An occurrence of ACTIVITY STATUS is created.

#### 10.3.4 Remove Obsolete Eligibility List

The purpose of this process is to delete an obsolete eligibility list that is no longer of interest to TRUST.

Pre Condition: This occurrence of ELIGIBILITY LIST must exist.

Post Condition: This occurrence of ELIGIBILITY LIST and related occurrences of ORGANIZATION MEMBER are deleted.

Implementation Consideration: A business rule will be defined to control the archival and automated deletion of TRUST information.

### 10.4 Plate Order Maintenance

#### 10.4.1 Record Personalized Plate Reservation

The purpose of this process is to record a customer's reservation for a personalized plate and their personalized right to the plate.

Business Rule: The plate is not ordered until the customer remits the appropriate fees/taxes within a pre-defined timeframe and the request for the plate is approved.

Pre Condition: This occurrence of ACTIVITY and PLATE STOCK must exist. This occurrence of PLATE does not exist.

Post Condition: An occurrence of PLATE, PLATE STATUS, PERSONALIZED RIGHT are created. An occurrence of CUSTOMER and one or more CUSTOMER ADDRESS may be created. An occurrence of ACTIVITY STATUS is created.

#### 10.4.2 Cancel Personalized Plate Reservation

The purpose of this process is to cancel a customer's reservation for a personalized plate.

Business Rule: The customer must remit the appropriate fees/taxes within a pre-defined timeframe or the reservation is automatically cancelled.

Pre Condition: This occurrence of CUSTOMER, PERSONALIZED RIGHT and PLATE must exist.

Post Condition: This occurrence of PLATE and PERSONALIZED RIGHT are deleted. An occurrence of ACTIVITY STATUS is created.

#### 10.4.3 Approve Personalized Plate or Plate for Eligibility List to be Manufactured

The purpose of this process is to record information for an approved request for a personalized plate or a plate reserved from an eligibility list to be manufactured for a customer.

Pre Condition: This occurrence of ACTIVITY must exist. This occurrence of PLATE may exist.

Post Condition: This occurrence of PLATE may be created. This occurrence of PLATE STATUS is created.

#### 10.4.4 Create Plate Order

The purpose of this process is to record the details of an office's order for plates. An order for plates can include plates to replenish an offices inventory, approved requests for personalized plates, requests to replace a lost, missing, stolen or damaged plate and plates included on an eligibility list that are approved to be manufactured.

Pre Condition: This occurrence of ORDER does not exist. An occurrence of OFFICE must exist. Related occurrence(s) of PLATE MASTER must exist for each plate ordered in PLATE ORDER LINE. One or more occurrences of PLATE may exist.

Post Condition: An occurrence of ORDER and ORDER STATUS is created. One or more occurrences of PLATE ORDER LINE is created. One or more occurrences of PLATE STATUS may be created.

#### 10.4.5 Cancel Plate Order

The purpose of this process is to cancel an office's order for plates.

Business Rule: An order can only be canceled if the plates ordered have not been shipped.

Pre Condition: This occurrence of ORDER must exist. One or more occurrences of PLATE may exist.

Post Condition: An occurrence of ORDER STATUS is created. One or more occurrences of PLATE may be deleted.

Implementation Consideration: The canceling of an order may result in the canceling of a production or shipment order sent to the plate supplier.

#### 10.4.6 Revise Plate Order

The purpose of this process is to revise the details of an unfilled order for plates. The revision may include the addition or deletion of plates.

Business Rule: An order can only be revised if the plates ordered have not been shipped.

Pre Condition: This occurrence of ORDER must exist. One or more occurrences of PLATE may exist.

Post Condition: One or more occurrences of PLATE ORDER LINE may be updated, deleted or created. One or more occurrences of PLATE STATUS may be created.

Implementation Consideration: The revision of an order may result in a change in a production or shipment order sent to the plate supplier.

#### 10.4.7 Record TDOS Action for Plate Order

The purpose of this process is to record TDOS staff action on a request to fill a plate order. For orders approved to be filled, the details of the order are recorded.

Pre Condition: This occurrence of ORDER must exist.

Post Condition: One or more occurrences of PLATE ORDER LINE may be created. An occurrence of ORDER STATUS is created.

Implementation Consideration: Provide the ability to change or delete the PLATE ORDER LINE(s) included in original order to create the details of the order approved to be filled.

#### 10.4.8 Record Shipment of Plate Order Between Offices

The purpose of this process is to record the shipment of plates from one office to another office and to update inventory for the office shipping the plates.

Pre Condition: This occurrence of ORDER must exist. This occurrence of SHIPMENT does not exist. One or more occurrences of PLATE must exist (at the office shipping the plates).

Post Condition: This occurrence of SHIPMENT and SHIPMENT STATUS is created and related to one or more ORDER. One or more occurrences of PLATE SHIPMENT LINE is created. One or more occurrences of PLATE STATUS is created. One or more occurrences of PLATE STOCK is updated.

#### 10.4.9 Record Receipt of Plate Order

The purpose of this process is to record the receipt of a shipment of plates and to update inventory for the office receiving the items.

Pre Condition: This occurrence of SHIPMENT and OFFICE must exist. An occurrence of PLATE must exist for each plate included in a PLATE SHIPMENT LINE. An occurrence of PLATE STOCK may exist.

Post Condition: For each PLATE SHIPMENT LINE, an occurrence of PLATE STOCK is created or updated. For each PLATE SHIPMENT LINE, one or more occurrences of PLATE is associated to PLATE STOCK and PLATE STATUS is created.

#### 10.4.10 Remove Obsolete Plate Order

The purpose of this process is to delete an obsolete order that is no longer of interest to TRUST.

Pre Condition: This occurrence of ORDER must exist.

Post Condition: An occurrence of ORDER is deleted. Related occurrences of ORDER STATUS and PLATE ORDER LINE are deleted.

Implementation Consideration: A business rule will be defined to control the archival and automated deletion of TRUST information.

### 10.5 Plate Inventory General Maintenance

#### 10.5.1 Remove Plate from Inventory

The purpose of this process is to record that a plate included in an office's inventory has been identified as being lost, missing, or stolen or is considered to be unusable.

Pre Condition: This occurrence of OFFICE, PLATE, and PLATE STOCK must exist.

Post Condition: An occurrence of PLATE STATUS is created. This occurrence of PLATE STOCK is updated.

Implementation Consideration: Provide the ability to remove a sequential range of a particular type of plate from inventory.

#### 10.5.2 Return Plate to Inventory

The purpose of this process is to record that a plate previously identified as being lost, missing, or stolen or considered to be unusable has been returned to an office's inventory and is available for issuance.

Pre Condition: This occurrence of OFFICE, PLATE, and PLATE STOCK must exist.

Post Condition: An occurrence of PLATE STATUS is created. This occurrence of PLATE STOCK is updated.

Implementation Consideration: Provide the ability to return a sequential range of a particular type of plate to inventory.

#### 10.5.3 Update Controlled Stock Inventory Controls

The purpose of this process is to update inventory control information for an office's plate stock.

Pre Condition: This occurrence of OFFICE and PLATE STOCK must exist.

Post Condition: This occurrence of PLATE STOCK is updated.

Implementation Consideration: Inventory forecasting based on a plate's (by class and issue year) demand over a specified period of time for an office location(s) or statewide may be used to determine the reorder point quantity, reorder quantity and safety stock quantity.

## **10.6 Plate Production Maintenance**

### **10.6.1 Establish Plate Supplier**

The purpose of this process is to establish a plate supplier.

Pre Condition: This occurrence of PLATE SUPPLIER does not exist.

Post Condition: This occurrence of PLATE SUPPLIER is created.

### **10.6.2 Revise Plate Supplier Information**

The purpose of this process is to change information about a plate supplier.

Pre Condition: This occurrence of PLATE SUPPLIER must exist.

Post Condition: This occurrence of PLATE SUPPLIER is updated.

### **10.6.3 Issue Blanket Order to Plate Supplier**

The purpose of this process is to provide the plate supplier with plate specification information and a projected quantity of plates for specified class and issue year to be produced during the year.

Pre Condition: This occurrence of PLATE SUPPLIER must exist. This occurrence of SUPPLIER ORDER does not exist.

Post Condition: This occurrence of SUPPLIER ORDER and SUPPLIER ORDER STATUS is created. One or more occurrences of SUPPLIER ORDER LINE is created.

### **10.6.4 Issue Production Order to Plate Supplier**

The purpose of this process is to place an order to a plate supplier for the production of plates. Also, designate the plate orders that may be included in this production order.

Pre Condition: This occurrence of PLATE SUPPLIER must exist. This occurrence of SUPPLIER ORDER does not exist. One or more occurrences of ORDER may exist. One or more occurrences of PLATE may exist.

Post Condition: This occurrence of SUPPLIER ORDER and SUPPLIER ORDER STATUS is created. One or more occurrences of SUPPLIER ORDER LINE is created. One or more occurrences of ORDER may be related to SUPPLIER ORDER. One or more occurrences of PLATE may be created and one or more occurrences of PLATE STATUS is created.

### **10.6.5 Revise Production Order to Plate Supplier**

The purpose of this process is to revise an order to a plate supplier for the production of plates.

Pre Condition: This occurrence of SUPPLIER ORDER must exist. One or more occurrences of PLATE and PLATE STATUS must exist.

Post Condition: One or more related occurrences of SUPPLIER ORDER LINE may be updated, added or deleted. One or more occurrences of ORDER may be related to or disassociated from SUPPLIER ORDER. One or more occurrences of PLATE and PLATE STATUS may be deleted or created.

#### 10.6.6 Cancel Production Order to Plate Supplier

The purpose of this process is to cancel an order to a plate supplier for the production of plates.

Pre Condition: This occurrence of SUPPLIER ORDER must exist. One or more occurrences of PLATE must exist.

Post Condition: An occurrence of SUPPLIER ORDER STATUS is created. One or more occurrences of PLATE and PLATE STATUS is deleted.

#### 10.6.7 Receive Plate Production Information

The purpose of this process is to record plate production information received from the plate supplier.

Pre Condition: This occurrence of PLATE MASTER must exist. One or more occurrences of SUPPLIER ORDER must exist. This occurrence of PLATE PRODUCTION does not exist. One or more occurrences of PLATE must exist.

Post Condition: This occurrence of PLATE PRODUCTION is created and related to one or more occurrences of SUPPLIER ORDER. One or more occurrences of PLATE STATUS may be created.

#### 10.6.8 Receive Revised Plate Production Information

The purpose of this process is to record revised plate production information received from the plate supplier.

Pre Condition: This occurrence of PLATE PRODUCTION must exist. One or more occurrences of PLATE must exist.

Post Condition: This occurrence of PLATE PRODUCTION is updated or deleted. One or more occurrences of PLATE STATUS may be created.

#### 10.6.9 Send Shipment Order to Plate Supplier

The purpose of this process is to notify a plate supplier of the plate(s) and shipping instructions for plates that have been produced and are being stockpiled by the supplier. Also, designates the plate orders that are included in this order for shipment.

Pre Condition: This occurrence of PLATE SUPPLIER must exist. This occurrence of SUPPLIER ORDER does not exist. One or more occurrences of ORDER must exist.

Post Condition: This occurrence of SUPPLIER ORDER and SUPPLIER ORDER STATUS is created. One or more occurrences of SUPPLIER ORDER LINE is created.

One or more occurrences of ORDER is related to SUPPLIER ORDER.

Implementation Consideration: The shipping instructions will direct the plate supplier to ship the order to the office where the order originated.

#### 10.6.10 Receive Shipping Information from Plate Supplier



The purpose of this process is to record the shipment of plates from information received from the plate supplier.

Pre Condition: One or more occurrences of SUPPLIER ORDER and ORDER must exist. This occurrence of SHIPMENT does not exist. One or more occurrences of PLATE must exist.

Post Condition: This occurrence of SHIPMENT and SHIPMENT STATUS is created and related to one or more SUPPLIER ORDER and ORDER. One or more occurrences of PLATE SHIPMENT LINE is created. One or more occurrences of PLATE STATUS is created.

#### 10.6.11 Revise Shipping Information from Plate Supplier

The purpose of this process is to revise plate shipment information received from the plate supplier.

Pre Condition: This occurrence of SHIPMENT must exist. One or more occurrences of PLATE must exist.

Post Condition: This occurrence of SHIPMENT may be updated. One or more occurrences of PLATE SHIPMENT LINE may be updated, added or deleted. One or more occurrences of PLATE STATUS may be created. An occurrence of SHIPMENT STATUS may be created.

#### 10.6.12 Remove Obsolete Supplier Order

The purpose of this process is to remove an obsolete supplier order that is no longer of interest to TRUST.

Pre Condition: This occurrence of SUPPLIER ORDER must exist.

Post Condition: This occurrence of SUPPLIER ORDER is disassociated from one or more occurrences of ORDER. This occurrence of SUPPLIER ORDER and one or more occurrences of SUPPLIER ORDER STATUS and SUPPLIER ORDER LINE are deleted.

Implementation Consideration: A business rule will be defined to control the archival and automated deletion of TRUST information.

### 10.7 General Shipment Maintenance

#### 10.7.1 Record Shipment Lost in Transit

The purpose of this process is to record that a shipment has been lost in transit.

Pre Condition: This occurrence of SHIPMENT must exist.

Post Condition: This occurrence of SHIPMENT STATUS is created.

#### 10.7.2 Record Order Received at Wrong Office

The purpose of this process is to record that a shipment was shipped to and received by the wrong office.

Pre Condition: This occurrence of SHIPMENT must exist.

Post Condition: This occurrence of SHIPMENT STATUS is created.

#### 10.7.3 Record Reshipment of Order

The purpose of this process is to record that a misrouted shipment has been resent to the correct office.

Pre Condition: This occurrence of SHIPMENT must exist.

Post Condition: This occurrence of SHIPMENT is updated. An occurrence of SHIPMENT STATUS is created.

## **10.8 Stock Inventory General Maintenance**

### **10.8.1 Add Stock Item Master for New Controlled Stock**

The purpose of this process is to record information for a new controlled stock item that has been added to the T&R Warehouse inventory. The initial inventory levels and inventory control information is also recorded.

Pre Condition: This occurrence of STOCK ITEM MASTER and CONTROLLED STOCK does not exist. This occurrence of OFFICE must exist.

Post Condition: An occurrence of STOCK ITEM MASTER and CONTROLLED STOCK is created. One or more occurrences of ITEM and ITEM STATUS is created.

### **10.8.2 Remove Controlled Stock Item from Inventory**

The purpose of this process is to record that a controlled stock item included in an office's inventory has been identified as being lost, missing or stolen or is considered unusable.

Pre Condition: This occurrence of OFFICE, ITEM, and CONTROLLED STOCK must exist.

Post Condition: An occurrence of ITEM STATUS is created. This occurrence of CONTROLLED STOCK is updated.

Implementation Consideration: Provide the ability to remove a sequential range of a particular type of controlled stock item from inventory.

### **10.8.3 Return Controlled Stock Item to Inventory**

The purpose of this process is to record that a controlled stock item previously identified as being lost, missing, or stolen has been returned to an office's inventory and is available for issuance.

Pre Condition: This occurrence of OFFICE, ITEM, and CONTROLLED STOCK must exist.

Post Condition: An occurrence of ITEM STATUS is created. This occurrence of CONTROLLED STOCK is updated.

Implementation Consideration: Provide the ability to return a sequential range of a particular type of controlled stock item to inventory.

### **10.8.4 Update Controlled Stock Inventory Controls**

The purpose of this process is to update inventory control information for an office's controlled stock item.

Pre Condition: This occurrence of OFFICE and CONTROLLED STOCK must exist.

Post Condition: This occurrence of CONTROLLED STOCK is updated.

Implementation Consideration: Inventory forecasting based on an item's demand over a specified period of time for an office location(s) or statewide may be used to determine the reorder point quantity, reorder quantity and safety stock quantity.

10.8.5 Add Stock Item Master for New Non Controlled Stock

The purpose of this process is to record information for a new non controlled stock item that has been added to the T&R Warehouse inventory. The initial inventory levels and inventory control information is also recorded.

Pre Condition: This occurrence of STOCK ITEM MASTER and NON CONTROLLED STOCK does not exist. This occurrence of OFFICE must exist.

Post Condition: An occurrence of STOCK ITEM MASTER and NON CONTROLLED STOCK is created.

10.8.6 Update Non Controlled Stock Inventory Controls

The purpose of this process is to update inventory control information for an office's non controlled stock item.

Pre Condition: This occurrence of OFFICE and NON CONTROLLED STOCK must exist.

Post Condition: This occurrence of NON CONTROLLED STOCK is updated.

Implementation Consideration: Inventory forecasting based on an item's demand over a specified period of time for an office location(s) or statewide may be used to determine the reorder point quantity, reorder quantity and safety stock quantity.

10.8.7 Record Adjustment to Non Controlled Stock

The purpose of this process is to adjust the quantity on hand for a non controlled stock item and to record the reason for the adjustment. The quantity on hand may be adjusted as a result of periodic inventory count, to remove an unusable (lost, missing, stolen or damaged) item(s), or to return located item(s) to inventory.

Pre Condition: This occurrence of NON CONTROLLED STOCK must exist. This occurrence of ADJUSTMENT does not exist.

Post Condition: This occurrence of NON CONTROLLED STOCK is updated. An occurrence of ADJUSTMENT is created.

10.8.8 Remove Obsolete Stock Item Master

The purpose of this process is to remove an obsolete controlled stock item that is not longer of interest to TRUST.

Pre Condition: This occurrence of STOCK ITEM MASTER must exist. .

Post Condition: This occurrence of STOCK ITEM MASTER and one or more related entities are deleted.

Implementation Consideration: A business rule will be defined to control the archival and automated deletion of TRUST information.

**10.9 Stock Order Maintenance****10.9.1 Create Stock Order**

The purpose of this process is to record the details of an office's order for stock items.

Pre Condition: This occurrence of ORDER does not exist. An occurrence of OFFICE must exist. Related occurrence(s) of STOCK ITEM MASTER must exist for each item ordered in ITEM ORDER LINE.

Post Condition: An occurrence of ORDER and ORDER STATUS is created. One or more occurrences of ITEM ORDER LINE is created.

**10.9.2 Cancel Stock Order**

The purpose of this process is to cancel an office's order for stock items.

Business Rule: An order can only be canceled if the items ordered have not been shipped.

Pre Condition: This occurrence of ORDER must exist.

Post Condition: An occurrence of ORDER STATUS is created.

**10.9.3 Revise Stock Order**

The purpose of this process is to revise the details of an unfilled order for stock items. The revision may include the addition or deletion of items.

Business Rule: An order can only be revised if the items ordered have not been shipped.

Pre Condition: This occurrence of ORDER must exist.

Post Condition: One or more occurrences of ITEM ORDER LINE may be updated, deleted or created.

**10.9.4 Record TDOS Action for Stock Order**

The purpose of this process is to record TDOS staff action on a request to fill a stock order. For orders approved to be filled, the details of the order are recorded.

Pre Condition: This occurrence of ORDER must exist.

Post Condition: One or more occurrences of ITEM ORDER LINE may be created. An occurrence of ORDER STATUS is created.

Implementation Consideration: Provide the ability to change or delete the ITEM ORDER LINE(s) included in original order to create the details of the order approved to be filled.

**10.9.5 Record Stock Order Shipment**

The purpose of this process is to record the shipment of stock items to fill an order and to update inventory for the office filling the order.

Pre Condition: This occurrence of ORDER must exist. This occurrence of SHIPMENT does not exist. One or more occurrences of CONTROLLED STOCK and/or NON CONTROLLED STOCK for each item ordered must exist for the OFFICE filling the order.

Post Condition: This occurrence of SHIPMENT and SHIPMENT STATUS is created and related to one or more ORDER. One or more occurrences of ITEM SHIPMENT LINE is created. Appropriate occurrences of CONTROLLED STOCK and/or NON CONTROLLED STOCK are updated for each item ordered for the OFFICE filling the order.

#### 10.9.6 Record Receipt of Stock Order

The purpose of this process is to record the receipt of a shipment of stock items and to update inventory for the office receiving the items.

Pre Condition: This occurrence of SHIPMENT and OFFICE must exist. An occurrence of CONTROLLED STOCK and/or NON CONTROLLED STOCK may exist for each ITEM SHIPMENT LINE.

Post Condition: For each ITEM SHIPMENT LINE, an occurrence of CONTROLLED STOCK and/or NON CONTROLLED STOCK is created or updated. For each CONTROLLED STOCK item received a related occurrence of ITEM and ITEM STATUS is created. An occurrence of SHIPMENT STATUS is updated.

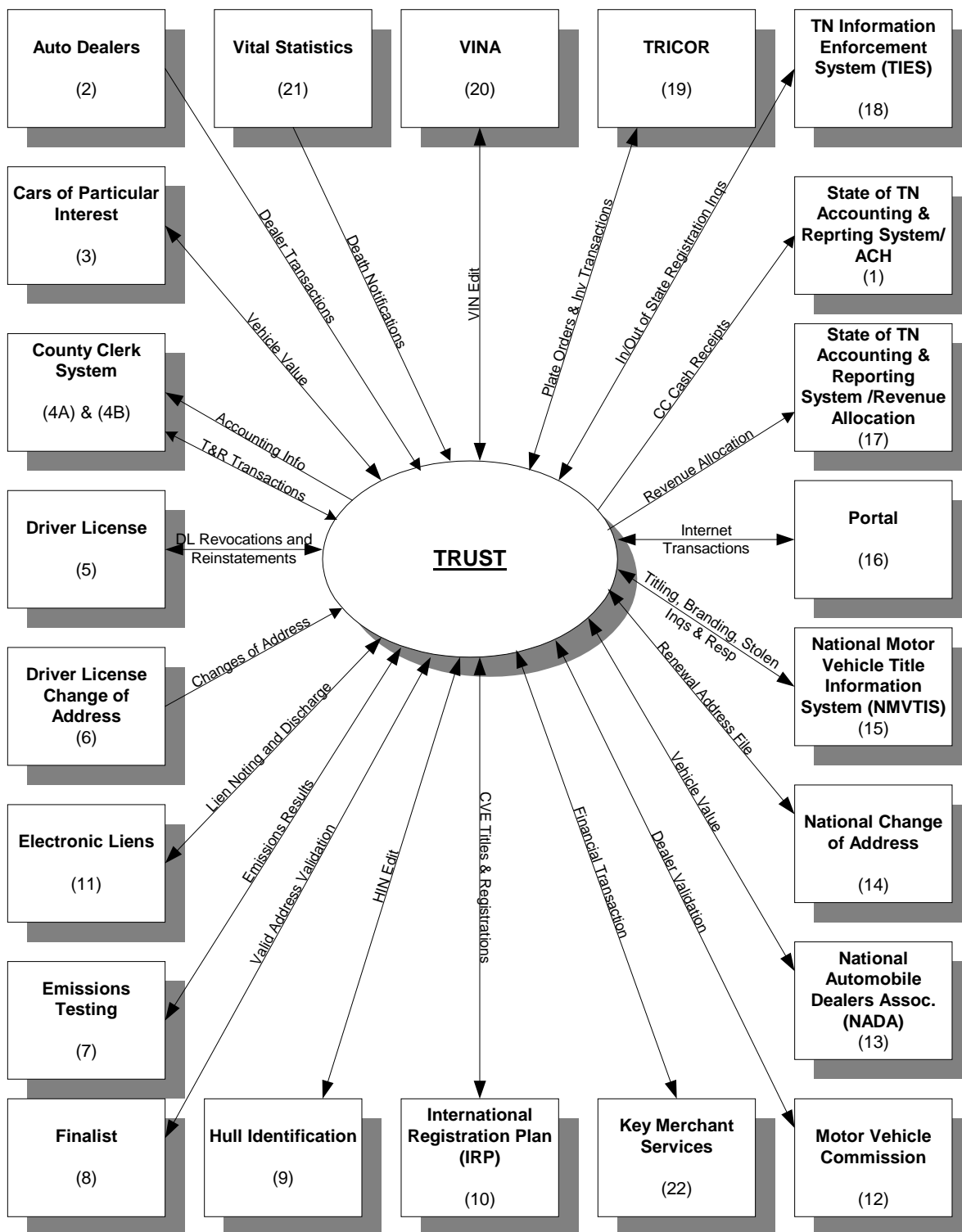
#### 10.9.7 Remove Obsolete Stock Order

The purpose of this process is to delete an obsolete order that is no longer of interest to TRUST.

Pre Condition: This occurrence of ORDER must exist.

Post Condition: An occurrence of ORDER is deleted. Related occurrences of ORDER STATUS and ITEM ORDER LINE are deleted.

Implementation Consideration: A business rule will be defined to control the archival and automated deletion of TRUST information.

**Attachment E: TRUST Interface Diagram**

(#) refers to interface description in Contract Attachment F: Interfaces

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**Attachment F: Interfaces****TABLE OF CONTENTS**

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## 1 State of Tennessee Accounting and Reporting System (STARS) (Receivable/ACH)

Current Interface: No  
 Proposed Interface: Yes  
 Type of Interface: Batch

### **TRUST Interface with**

**Agency:** State of Tennessee Department of Finance & Administration Accounts Division  
**System:** State of Tennessee Accounting and Reporting System (STARS)

### **Purpose of the Interface**

To provide the posting of receivable/ACH transactions in STARS. This provides for the posting of receivables and for the electronic funds transfer capability from the County Clerks bank accounts to the State of Tennessee general fund bank account.

### **Platform of remote system**

**Hardware:** State mainframe (Amdahl)  
**Software:** Information Management System (IMS)  
**Database:** IMS  
**Operating System:** Multiple Virtual System (MVS)

### **Process to Enable**

To post receivables transactions to STARS.  
 To post ACH transactions to STARS.  
 The State of Tennessee Department of Finance and Administration Accounts Division will receive authorizations, including the bank account information to set up the ACH, from the County Clerks and T&R. The F&A Accounts Division sets up the ACH mechanism with the banks. The TRUST system will submit Debit Receivable/ACH transactions to the STARS system in batch mode. The receivable portion of the transaction will be processed and posted in STARS. The ACH portion of the transaction will be posted as a pending transaction in STARS. The State of Tennessee Department of Safety Fiscal Office will access the 3270 based STARS online system and approves pending ACH transactions. The STARS system will process the approved ACH transactions in batch mode, which sends the ACH transaction to the banks to be performed.

### **Data elements required**

**Data Provided:** 400 byte batch transaction record.  
 Debit ACH - Transaction Code '738', County or T&R ID, Current Date, ACH Date, Amount, Fund Type.

### **Process for sending/receiving data**

Daily, TRUST will generate receivable/ACH transactions to STARS for the purpose of posting receivables and transferring at a later date T&R receipts from the County Clerks bank accounts to the State of Tennessee general fund bank account.



**STARS IN FILE LAYOUT (ACH)**

<b>ELEMENT</b>	<b>BEGINNING</b>	<b>LENGTH</b>	<b>COMMENTS</b>
<b>CONTROL KEY</b>	<b>1</b>	<b>25</b>	
GROUP CODE	1	2	IN
DATA GROUP	3	1	A
ENTITY	4	1	1
BATCH DEPARTMENT	5	3	349
BATCH DIVISION	8	2	01
BATCH DATE	10	6	CURRENT DATE
BATCH TYPE	16	1	A
BATCH NUMBER	17	3	
BATCH SEQUENCE NO.	20	5	
BATCH DUP NO.	25	1	0
<b>BATCH RECORD</b>	<b>26</b>	<b>375</b>	
BATCH OPERATOR ID	26	3	
BATCH TERMINAL ID	29	8	
BATCH EFF DATE	37	6	CURRENT DATE
BATCH DMI	43	1	0
BATCH STATUS	44	1	
BATCH HEADER CNT SWITCH	45	1	
BATCH LAST SEQ NO. USED	48	5	
BATCH SYSTEM DATE	51	5	
BATCH MASTER FILE IND	56	1	4
BATCH DEPT COMPLETE	57	1	
ENTERED BATCH COUNT	58	5	
ENTERED BATCH AMOUNT	63	13	
COMPUTED BATCH COUNT	76	5	
COMPUTED BATCH AMOUNT	81	13	
FILLER	94	307	
<b>TRANSACTION RECORD</b>	<b>26</b>	<b>375</b>	
OPERATOR ID	26	3	
TERMINAL ID	29	8	
EFFECTIVE DATE	37	6	
FFY	43	2	
DISB METHOD IND	45	1	D
TRANSACTION CODE	46	3	738
MODIFIER	49	1	
REVERSE	50	1	
COST CENTER	51	5	
DEPARTMENT	56	3	349
DIVISION	59	2	
FUND	61	2	11
FUND DETAIL	63	2	
MAJOR OBJECT	65	2	
MINOR OBJECT	67	1	
AGENCY OBJECT	68	3	

<b>ELEMENT</b>	<b>BEGINNING</b>	<b>LENGTH</b>	<b>COMMENTS</b>
MAJOR REVENUE SOURCE	71	2	
MINOR REVENUE SOURCE	73	1	
AGENCY REVENUE SOURCE	74	3	
PROJECT	77	3	
SUB PROJECT	80	3	
LOCATION	83	2	
GRANT	85	3	
SUB GRANT	88	3	
SUBSIDIARY ACCT NO.	91	3	
G/L ACCT	94	4	
TREASURER CASH DATE	98	6	
BANK NUMBER	104	3	
QUARTERLY IND	107	1	
VENDOR NUMBER	108	10	
VENDOR NUMBER SUFFIX	118	2	
INVOICE NUMBER	120	14	
DOCUMENT DATE	134	6	
CURRENT DOC NO	140	9	
CURRENT DOC NO SUFFIX	149	2	
REF DOC NO	151	9	
REF DOC NO SUFFIX	160	2	
DUE DATE	162	6	
WARRANT NUMBER	168	7	
CANCEL STATUS	175	1	
FUND CONTROL OVERRIDE	176	1	
TRANSACTION AMOUNT	177	13	
DESCRIPTION	190	40	
REDEEM DATE	230	6	
VENDOR NAME	236	40	
VENDOR ADDRESS1	276	30	
VENDOR ADDRESS2	306	30	
VENDOR ADDRESS3	336	30	
VENDOR CITY	366	20	
VENDOR STATE	386	2	
VENDOR ZIP CODE	388	9	
SERVICE DATE	397	4	MMYY

## 2 Tennessee Automobile Dealers

Current Interface: No  
 Proposed Interface: Yes  
 Type of Interface: Batch Update

### **TRUST Interface with**

**Agency:** Tennessee Automobile Dealers  
**System:** Reynolds & Reynolds type Automobile Dealer systems

### **Purpose of the Interface**

To allow Automobile Dealers to export T&R application information from their native systems into the TRUST system for processing.

### **Platform**

**Hardware:** Any system capable of creating the T&R Standard Dealer Application record.  
**Software:**  
**Database:**  
**Operating System:**

### **Data elements required**

**Lookup Keys:**  
**Data Provided:** Title and Registration application data. See Standard Dealer Application record.

### **Process for seeding/receiving data**

Direct FTP protocol.

Dealer application data required for standard T&R Dealer Application record.  
 Dealer Identification Number, Date, Application Type  
 Registration Expires  
 New or Current Title Number, Trans Type, Invoice No  
 Class Code, Issue Year, VIN  
 License No, Validation No, Make, Year, Model, Body, Color  
 New, Used, Former Title No, Former State, Date Purchased, License No, Class Code, Issue Year, Trade In  
 Last Name, First Name, Middle Initial, Previous States Titled  
 Last Name2, First Name2, Middle Initial2, Axles, Mobile Home Length, Width  
 Street Address, Gas, Diesel, Electric, Propane, Lease, Mail  
 City, State, Zip Code, Company Vehicle Number  
 Lienholder1, Kind, Date  
 Lien1 Street Address, Lien1 City, Lien1 State, Lien1 Zip Code  
 Lienholder2, Kind, Date  
 Lien2 Street Address, Lien2 City, Lien2 State, Lien2 Zip Code  
 Registered Weight, Weight Class, Seats, Odometer, License Fee  
 Principal Driver License Number, Total Sales or Use Tax Paid On Vehicle, Credit, Subtotal  
 Cost of Vehicle, Computation of Sales or Use Tax, Sales or Use Tax (State Rate), Taxes Paid, Penalty, Lease Fee  
 Trade In Allowance, Local Rate sub to max, Taxes Paid subtotal, Transaction  
 Taxable Amount, Credit Sales or Use Tax Paid in State of, Tax Due, Total Registration, Title Fee  
 Owners Phone, Subtotal, Sales Tax, Issuance Fee  
 Date of Application, County Clerk, Registration County, County Fee  
 County Sticker Number, Total  
 I Certify that I am A Resident of County, State

### 3 Cars of Particular Interest

Current interface: No  
Proposed interface: Yes  
Type of interface: On-line Inquiry

**TRUST Interface with**

**Agency:** National Automobile Dealers Association  
**System:** Cars of Particular Interest (i.e. antique and classic cars)

**Purpose of the interface**

To validate the reasonableness of the sales tax reported on casual sales of vehicles. This validation is performed at the time that a transfer of title is requested.

**Platform**

**Hardware:** TBD  
**Software:** TRUST  
**Database:**  
**Operating System:**

**Data or elements required**

**Inquiry Lookup Keys:** Year, Make, Model  
**Data Provided:** Market Value

**Process for sending/receiving data**

TRUST initiates on-line real-time inquiry to Cars of Particular Interest based on year, make and model of vehicle. When the market value is returned, TRUST extends to the sales tax amount and, compares with the sales tax amount reported. If the difference exceeds the specified tolerance, a report is generated for the Dept. of Revenue scrutiny.

**4A County Clerk System**

Current interface: No  
Proposed interface: Yes  
Type of interface: Batch Update

**TRUST Interface with**

**Agency:** County Clerk Offices  
**System:** Cash Drawer Systems

**Purpose of the interface**

To provide a verification mechanism for the counties to ensure that TRUST and the local systems are in synch with their T&R business for the day.

**Platform**

**Hardware:** PC based systems, IBM mainframe and a variety of other third party vendors  
**Software:** Third Party Vendors.  
**Database:** TBD  
**Operating System:** Microsoft Windows, MVS

**Data or elements required**

**Keys:** Location, Drawer ID, Transaction Type  
**Data Provided:** Location, Drawer ID, Transaction Type, Product Class, Amount

**Process for sending/receiving data**

Daily download from TRUST of specified cash drawer data elements collected each day from the T&R business transacted. The data provided must be importable into the local system used at the county clerk office.

## 4B County Clerk System

Current interface: Yes  
 Proposed interface: Yes  
 Type of interface: Batch Update

<b><u>Purpose of the interface</u></b>  This interface is a bi-directional feed from the unimplemented counties that is required to convert present system transactions to the TRUST format for TRUST processing and a feed from TRUST to the counties to provide a verification mechanism for the counties to ensure that TRUST and the local systems are in synch with their T&R business for the day..
<b><u>TRUST Interface with</u></b>  <b>Agency:</b> State of Tennessee County Clerk Operations <b>System:</b> Third party vendors.
<b><u>Platform</u></b>  <b>Hardware:</b> PC based systems, IBM mainframe and a variety of other third party vendors <b>Software:</b> Third party vendors. <b>Database:</b> TBD <b>Operating System:</b> Microsoft Windows, MVS
<b><u>Data or elements required</u></b>  <b>CC Interface File</b> – See Attached <b>Data Provided:</b> Same Format
<b><u>Process for sending/receiving data</u></b>  Unimplemented counties will continue to enter T&R transactions into present system. The system will create the 1100 byte CC interface file. This file will be converted to the TRUST format and used to update TRUST. The feed to the counties will consist of a daily download from TRUST of all elements of T&R business transacted. The data provided must be importable into the local system used at the county clerk office.

### Current County Clerk System record Layout

```

*****
**                               TENNESSEE DEPARTMENT OF SAFETY          *****
**                               TAGS AND REGISTRATION DIVISION           *****
**                               *****
**   CNTYSTOR - COPYBOOK FOR CAT DATA BASE LOAD RECORDS.              *****
**   WHEN CHANGED, RECOMPILE THE FOLLOWING PROGRAMS:                     *****
**   DG03A190  DG03A200                                                  *****
*****
01  COUNTY-STORAGE.
    03  NEW-VIN                      PIC X(20).
    03  NEW-PLATE                     PIC X(07).
    03  VEHICLE-USE                   PIC X.
    03  TITLE-NUMBER                  PIC X(9).
    03  TRANSACTION-DATE-G.
        05  TRANSACTION-DATE         PIC 9(6).
    03  TRANSACTION-TYPE              PIC XX.
    03  BATCH-NUMBER-G.
        05  BATCH-NUMBER              PIC 9(5).
    03  INVOICE-NUMBER-G.
        05  INVOICE-NUMBER            PIC 9(5).
    03  MAKE                          PIC X(4).
    03  YEAR-G.
        05  YEAR                      PIC 99.
    03  TITLE-DATE-G.

```

05	TITLE-DATE	PIC 9(6).
03	FILLER	PIC X(06).
03	PREVIOUS-TITLE-STATE	PIC XX.
03	FORMER-TITLE	PIC X(13).
03	PLATE-NUMBER	PIC X(07).
03	VEHICLE-TYPE	PIC X(01).
03	NEW-MAKE	PIC X(04).
03	NEW-YEAR-G.	
05	NEW-YEAR	PIC 9(02).
03	PREVIOUS-VIN	PIC X(20).
03	NEW-VEHICLE-INDICATOR	PIC X(01).
03	UNLADEN-WEIGHT-G.	
05	UNLADEN-WEIGHT	PIC 9(07).
03	VEHICLE-MODEL	PIC X(03).
03	BODY-TYPE	PIC X(02).
03	VEHICLE-COLOR	PIC X(02).
03	ODOMETER-READING-G.	
05	ODOMETER-READING	PIC 9(06).
03	FUEL-TYPE-G.	
05	FUEL-TYPE	PIC 9.
03	GROSS-WEIGHT-G.	
05	GROSS-WEIGHT	PIC 9(09).
03	NUMBER-OF-AXLES-G.	
05	NUMBER-OF-AXLES	PIC 9.
03	CLASS-SEATS-CNTY-G.	
05	CLASS-SEATS-CNTY	PIC 99.
03	FILLER	PIC X.
03	PURCHASE-DATE-G.	
05	PURCHASE-DATE	PIC 9(06).
03	OPERATING-ZONE	PIC X(05).
03	AMOUNT-SALES-TAX-G.	
05	AMOUNT-SALES-TAX	PIC 9(5)V99.
03	COMPANY-VEHICLE-NUM	PIC X(06).
03	COUNTY-RESIDENCE-NUM	PIC X(02).
03	FILLER	PIC X(09).
03	LEASE-INDICATOR	PIC X.
03	OWNERSHIP-NAME-CODE	PIC X.
03	OWNER-NAME	OCCURS 2 TIMES.
05	NAME-TITLE	PIC X.
05	LAST-NAME	PIC X(14).
05	FIRST-NAME	PIC X(10).
05	MIDDLE-INITIAL	PIC X.
05	SUFFIX	PIC X(03).
03	LESSOR-NAME-TITLE	PIC X.
03	LESSOR-NAME.	
05	LESSOR-LAST-NAME	PIC X(14).
05	LESSOR-FIRST-NAME	PIC X(10).
05	LESSOR-MIDDLE-INTL	PIC X.
05	LESSOR-SUFFIX	PIC X(03).
03	IN-CARE-OF-NAME-TITL	PIC X.
03	IN-CARE-OF.	
05	STREET-NO-INCO	PIC X(5).
05	STREET-NAME-INCO	PIC X(20).
05	CITY-NAME-INCO	PIC X(15).
03	STREET-NUMBER	PIC X(05).
03	STREET-NAME	PIC X(20).
03	CITY-NAME	PIC X(15).
03	STATE-CODE	PIC X(02).
03	ZIP-CODE-G.	
05	ZIP-CODE	PIC 9(09).
03	FILLER	PIC X(9).
03	LESSOR-STREET-NUMBER	PIC X(05).
03	LESSOR-STREET-NAME	PIC X(20).
03	LESSOR-CITY-NAME	PIC X(15).

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03 LESSOR-STATE-CODE          PIC X(02).
03 LESSOR-ZIP-CODE-G.
05 LESSOR-ZIP-CODE          PIC 9(09).
03 LESSOR-ID-G.
05 LESSOR-ID                PIC 9(09).
03 LIEN-TYPE                  PIC X.
03 CNTY-LIEN-INFO            OCCURS 4 TIMES.
05 CNTY-LIEN-CODE-G.
10 CNTY-LIEN-CODE          PIC 9(5).
05 CNTY-LIEN-NAME            PIC X(28).
05 CNTY-LIEN-STRT-NUM        PIC X(05).
05 CNTY-LIEN-STRT-NAM        PIC X(20).
05 CNTY-LIEN-CITY-NAME        PIC X(15).
05 CNTY-LIEN-STATE-CODE      PIC X(02).
05 CNTY-LIEN-ZIP-CODE-G.
10 CNTY-LIEN-ZIP-CODE      PIC 9(09).
05 CNTY-LIEN-DATE-G.
10 CNTY-LIEN-DATE          PIC 9(06).
03 LIEN-SEQ                  PIC X OCCURS 4 TIMES.
03 FILLER                    PIC X(02).
03 FLEET-CERTIFICATE          PIC X(07).
03 LIC-PLATE-CREDIT-G.
05 LIC-PLATE-CREDIT          PIC 9(05)V99.
03 REG-FEE-DUE-G.
05 REG-FEE-DUE              PIC 9(05)V99.
03 FILLER                    PIC X(05).
03 FILLER                    PIC X(05).
03 COUNTY-CLERK-NUMBER        PIC X(03).
03 FILLER                    PIC X(03).
03 TITLE-FEE-G.
05 TITLE-FEE                PIC 9(3)V99.
03 CONJUNCTION-CODE          PIC X(1).
03 FILLER                    PIC X(7).
03 TITLE-PRINT-IND           PIC X(1).
88 UPLOAD-TO-CAT              VALUES 'N' 'P'.
88 DOWNLOAD-PLACARD-DEALER    VALUES 'D' 'H'.
88 DOWNLOAD-UPDATE            VALUES 'R' 'T'
                                'X' 'Y'.
88 STATE-TITLE-PRINT-STATE    VALUE ' '.
88 DEALER-TRANS              VALUES 'D'.
88 PLACARD-TRANS              VALUES 'H'.
88 CLERK-TITLE-PRINT-STATE    VALUE 'P'.
88 REGISTRATION-ONLY-TRANS    VALUE 'R'.
88 TEMP-OPERATING-PERMIT      VALUE 'T'.
88 TITLE-FROM-PRISON          VALUE 'W'.
88 INSTANT-PRINT-COUNTY       VALUE 'X'.
88 BATCH-PRINT-COUNTY         VALUE 'Y'.
03 FILLER                    PIC X(4).
03 NEW-TITLE-NUMBER-G.
05 NEW-TITLE-NUMBER          PIC X(8).
05 NEW-TITLE-N-CHK-DGT        PIC X(1).
03 ODOMETER-IND              PIC X(1).
03 CDMAIL                    PIC X(1).
03 REGISTRATION-ONLY-G.
05 REGISTRATION-ONLY          PIC 9(8).
03 VALIDATION-DECAL          PIC X(9).
03 EXPIRATION-DATE-G.
05 EXPIRATION-DATE            PIC 9(6).
03 REJECTION-NUMBER          PIC X(8).
03 LIENHLDR-DISCHRG-INFO      OCCURS 4 TIMES.
05 LIENHLDR-DISCHRG-NO-G.
10 LIENHLDR-DISCHRG-NO        PIC 9(7).
05 LIENHLDR-DISCHRG-DT-G.
10 LIENHLDR-DISCHRG-DT        PIC 9(6).

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03	NEW-PLATE-CLASS	PIC 9(4).	
03	NEW-ISSUE-YEAR	PIC 9(4).	
03	OLD-PLATE-CLASS	PIC 9(4).	
03	OLD-ISSUE-YEAR	PIC 9(4).	
03	PRIV-ACT-ILU	PIC X.	
03	OTHER-TITLE-ST	PIC XX	OCCURS 5.
03	PRIV-ACT-MAO	PIC X.	
03	COMMENTS-1	PIC X(15).	
03	COMMENTS-2	PIC X(15).	
03	LIEN-ACTION-CODE	OCCURS 4 TIMES.	
	05 FILLER	PIC X(01).	
03	RACF-ID	PIC X(07).	
03	DUPLICATE-TITLE-IND	PIC X(01).	
03	FORCED-REGISTRATION-IND	PIC X(01).	
03	FORCE-VIN-IND	PIC X(01).	
03	PREVIOUS-REJECT-NUMBER	PIC X(08).	
03	STOP-04-BYPASS-IND	PIC X(01).	
03	FILLER	PIC X(61).	

## 5 Tennessee Driver License System - Revocations

Current interface: No  
 Proposed interface: Yes  
 Type of interface: Batch Update & On-line Inquiry

### **TRUST Interface with**

**Agency:** Tennessee Department of Safety, Driver License Division  
**System:** Driver License.

### **Purpose of the interface**

Required by the Tennessee Code Annotated 55-12-114 to provide TRUST with data from the Tennessee Driver License System for determining whether an applicant for registration at the time of renewal is encumbered by any revocation of driving privileges. It is a real-time, on-line lookup mechanism at the time the registration is being processed. On-line lookup is done without the operator manually performing the actual inquiry.

### **Platform**

**Hardware:** State mainframe Amdahl GS (Global Server) 2072C  
**Software:** Information Management System (IMS)  
**Database:** IMS  
**Operating System:** Multiple Virtual System (MVS)

### **Data or elements required**

**Inquiry Lookup Keys:** Driver license number, Social Security Number, or Customer ID  
**Data Provided:** Driver License Status (revoked, reinstated). (See data record format below)

### **Process for sending/receiving data**

Real-time access to DL database, Key – Driver License Number. The key will be composed of the driver license number. The data will be retrieved on-line and will verify the status of, and record a revoked license and its effective date onto TRUST. Additionally, the driver license system will create a batch file for TRUST of new revocations being recorded. Also, reinstatements of driving privileges must be updated in TRUST

### **Reference**

**T.C.A. 55-12-114** – Suspension of all registrations upon suspension or revocation of license

## Tennessee Department of Safety Driver License Status and Restriction Codes

### **DESCRIPTION**

Valid  
 Valid - Renewal Outstanding  
 Restricted  
 Canceled  
 Expired  
 Revoked  
 Suspended  
 Medical Problem - Valid  
 Reinstated - Eligible for Valid DL  
 Moved, License in Another Jurisdiction

Deceased

Eligible DL - Other State (not eligible here, but OK elsewhere)

Expired Medical

**Restriction Codes**

01 .. Corrective Lenses  
 02 .. Auto Transmission  
 03 .. Knob/Power Steering  
 04 .. Outside Mirror  
 10 .. Daylight Only  
 11 .. Custom Controls  
 12 .. Seat Cushion (Obsolete)  
 14 .. Insulin Dependent Diabetic  
 15 .. Special Restriction Order  
 16 .. Alcohol Interlock Device  
 17 .. Graduated License  
 20 .. Medical Problems, Monitored  
 24 .. Medical Problem General Alert (future, not yet in effect)  
 26 .. Oral Exam (does not print on license)  
 27 .. Passed School Bus Test (converted to `S' endorsement)  
 28 .. Hearing Impairment  
 30 .. Active Military (Does not Expire while in Military)  
 40 .. Moved Here Out of State DL (does not print on license)  
 50 .. Vehicles without Air Brakes (printed on license as 'L')  
 51 .. CMV -Intrastate only  
 52 .. CMV - Government/Church Vehicles Only  
 53 .. CMV -Intracity Only  
 54 .. CMV -Intrastate Only, Medical Limitation  
 55 .. Class A only- Can also drive a church bus  
 56 .. Class A or B only- Non-passenger vehicles  
 57 .. Class A Only - Excluding Tractor Trailers  
 60 .. Obsolete, non-printing  
 90 .. "DUI OFFENDER" printed on ID if DUI revocation current  
 91 .. Handgun Carry Permit Issued

**Driver license data record format**

01	JAINDIVL-JA1 5-12		
03	NIDRILIC-JA1 13-17 P	PIC S9 (9)	COMP-3
03	SSN-JAI 18-22 P	PIC 9(9)	COMP-3
03	DTBRTH-JA1 23-26 P	PIC S9 (7)	COMP-3
03	GRNAME-JA1 27-69		
06	NAMLST-JAI 27-46		
	09 NAMLSTO8-JA1	PIC X (8)	
	09 FILLER	PIC X (12)	
06	NAMFST-JA1 47-56		
	09 NAMFFI-JA1	PIC X	
	09 FILLER	PIC X (9)	
06	NAMIDDLE-, JA1 57-66		
	09 NAMMI-JA1	PIC X	
	09 FILLER	PIC X (9)	
06	NASUFFIX-JA1 67-69	PIC XXX	
03	GRDVRADD-JA1 70-119		
06	ADDRES1-JA1		
	09 NISTREET-JA1 70-74	PICX (5)	

09	NASTREET-JA1 75-94		
12	NASTRET4-JA1	PIX X (4)	
12	FILLER	PIC X (16)	
06	CITY-JA1 95-112	PIC X (18)	
06	STATE-JA1 113-114	PIC XX	
06	ZIP-JA1 115-119 P	PIC S9 (9)	COMP-3
03	COUNTY-JA1 120-121	PIC XX	
03	DEDREYEC-JA1 122-123	PIC XX	
03	DEDRHAIR-JA1 124-125	PIC XX	
03	DEDRWGHT-JA1 127-127 P	PIC S999	COMP-3
03	DEDRHGT-JA1 126-127 P	PIC S999	COMP-3
03	RACE-JA1 130 PIC X		
03	SEX-JA1 131 PIC X		
03	CDORGAN-JA1 132	PIC X	
03	DTLICOIS-JA1 133-136 P	PIC S9 (7)	COMP-3
03	DTLICISS-JA1 137-140 P	PIC S9 (7)	COMP-3
03	DTDLEXPR-JA1 141-144 P	PIC S9 (7)	COMP-3
03	CDDRLICS-JA1 145-146	PIC XX	
03	CDDLIREN-JA1 147	PI C X	
03	CDNAMADD-JA1 148	PIC X	
03	CDDLSTR-JA1 149	PIC X	
03	NIDOCCON-JA1 150-155	PIC S9 (11)	COMP-3
	156-161 OCCURS 2 TIMES		
03	NODUPLIC-JA1 162	PIC 9	
03	LA STTRAN-JA1 163	PI C X	
03	CDLICSTA-JA1 164	PIC X	
03	ADDRES23-JA1 165-189		
06	ADDRES2-JA1	PIC X (25)	
03	CDINFBL1-JA1 190	PIC X	
03	CDINFBL2-JA1 191	PIC X	
03	CDMOTVOT-JA1 192	PIC X	
03	SCADDIND-JA1 193	PIC X	
03	FILLER 194-196	PIC XXX	
03	PURGEREC-JA1 197	PIC X	
03	DTOLDDEXP-JA1 198-201 P	PIC S9 (7)	COMP-3
03	PDSIND-JA1 203	PIC X	
03	SSAIND-JA1 203	PIC X	
03	CDOLDTYP-JA1 204-205	PIC XX	
03	N0CONTRL-JA1 206-212	PIC 9(7)	
03	CDLISIND-JA1 213	PIC X	
03	SAFEDRVVR-JA1 214	PIC X	

## 6 Driver License Change of Address

Current interface: No  
Proposed interface: Yes  
Type of interface: Batch Update

**TRUST Interface with**

**Agency:** Tennessee Department of Safety, Driver License Division.  
**System:** Driver License.

**Purpose of the interface**

To maintain the synchronization of addresses between the driver license and T&R systems.

**Platform**

**Hardware:** IBM/ Amdahl  
**Software:** Driver License  
**Database:** IMS  
**Operating System:** MVS

**Data or elements required**

**Record Key:** Driver License Number or Social Security Number  
**Data Provided:** Activity Type , Driver License Number, Name, County Jurisdiction, Revised Address

**Process for sending/receiving data**

Daily, when processing changes of address within the driver license system, a transaction will be generated to update the T&R database with those changes of address. The driver license operator will be given inquiry access to TRUST address information.

## 7 Motor Vehicle Emissions Testing

Current interface: No  
Proposed interface: Yes  
Type of interface: On-line access

**TRUST Interface with**

**Agency:** Tennessee Department of Environment and Conservation (Enviro-Test Systems)

**System:** Vehicle Emissions Testing

**Purpose of the interface**

To support the on-line real-time checking and notification of vehicle emissions tests for all authorized agents required to verify satisfactory emissions compliance for a vehicle being registered. The emissions test may be a prerequisite to registration for some counties.

**Platform**

**Hardware:** TBD new system is under development by Enviro-Test Systems -- new contract 06/2001

**Software:** Enviro-Test Systems Vehicle Emissions Testing

**Database:** TBD

**Operating System:** TBD

**Data or elements required**

**Inquiry Lookup Keys:** VIN#, PLATE#

**Data Provided:** (VIN#, RESULT, DATE, WAIVED) Key, Emissions test passed, Date of inspection, Inspection waived (if data exists in the data record) respectively

**Update:** Data provided is updated to TRUST database if the result indicates passed or waived.

**Process for sending/receiving data**

TBD Intent is to place data on WAN.

Proposed: TRUST will communicate with the Enviro-Test Systems Vehicle Emissions Testing data repository via an on-line connection to the data repository. The on-line inquiry will be real-time so that the emissions data is available to the registering agent as soon as the emissions test is complete.

## 8 Finalist Address Standardization/Verification Software

Current Interface: Yes  
Proposed Interface: Yes  
Type of Interface: On-line

**TRUST Interface with**

**Agency:** Pitney Bowes  
**System:** Finalist software

**Purpose of the Interface**

To enable the TRUST system to capture standardized, deliverable address information at the point of entry. The interface will provide the ability to perform on-line verification of customer address information at the original source, channel and time of address capture.

**Platform**

**Hardware:** Finalist has versions available for mainframe, PC & server based address verification systems.  
**Software:**  
**Database:**  
**Operating System:**

**Data elements required**

**Lookup Keys:**  
**Data Provided:** USPS certified Address standardization and verification software.

**Process for sending/receiving data**

The customer address verification process will be performed on-line, real-time at the original point of entry. The software is available for Mainframe, Server and PC based applications allowing verification on the client end (PC), at the server level, Internet or through mainframe called sub routines. The interactive address display provides standardized address elements, valid street ranges, and messages associated with USPS deliverability and possible corrections (e.g. spelling, missing directional, street number out of range etc.). In the situation where no valid address exist, TRUST must provide override capability when proper documentation exist.

**9 Hull Identification Number**

Current interface: No  
Proposed interface: Yes  
Type of interface: Real Time

**TRUST Interface with**

Third Party Hull identification Package to be determined

**Purpose of the interface**

To properly configure the boat hull identification number for processing within TRUST

**Platform**

**Hardware:**  
**Software:**  
**Database:**  
**Operating System:** S

**Data or elements required**

**Inquiry Lookup Keys:** .Hull Identification Number  
**Data Provided:** Year, Make Model

**Process for sending/receiving data**

Module linked to TRUST program is called and performs the Hull ID edit



## 10 International Registration Planning (IRP)

Current interface: No  
 Proposed interface: Yes  
 Type of interface: Batch data transfer

### **TRUST Interface with**

**Agency:** Tennessee Department of Safety, International Registration Planning.  
**System:** IRP VISTA System.

### **Purpose of the interface**

To provide dual feeds between the IRP VISTA System and TRUST. Titles will be keyed and validated in TRUST and sent to the IRP VISTA System for updating of title information. Subsequently, registration information will be entered into the IRP VISTA System and sent to TRUST for updating of registration information.

### **Platform**

**Hardware:** IBM AS400  
**Software:** IRP VISTA System  
**Database:** COBOL sequential file structure (flat file)  
**Operating System:** OS 400

### **Data or elements required**

**Title Information Sent:** VIN, Title Number, Model Year, Owner Name, Address, Vehicle Make and Type  
 USDOT, Sales Tax Amount..  
**Registration Information Received:** VIN, Title Number, Class of tag issued, Tag Number and expiration,  
 Owner's Name and Address, Fees/Weight Group, Vehicle Total Fee,

### **Process for sending/receiving data**

As titles are being keyed into TRUST, transactions are generated and fed electronically to the IRP VISTA System. Nightly transmit will import Vehicle File Transmission (VFT) records to the TRUST via FTP TCP/IP protocol. The data transmitted must be edited and then will be used to populate registration records in TRUST.

<b>Field Name</b>	<b>Field Length</b>	<b>Starting Position</b>	<b>Ending Position</b>
Transaction Code	2	1	2
Transaction Date	6	3	8
Title Number	9	9	17
Tag Number	10	18	27
VIN	18	28	45
Model Year	2	46	47
Unladen Weight	6	48	53
GVW	6	54	59
Tag Expiration	6	60	65
Owners Name	70	66	135
Registration Name	70	136	205
Address Line 1	35	206	240
Address Line 2	35	241	275
City	20	276	295
State	2	296	297
Zip	9	298	306
Vehicle Make	4	307	310

<b>Field Name</b>	<b>Field Length</b>	<b>Starting Position</b>	<b>Ending Position</b>
Vehicle Type	2	311	312
Carrier Number	5	313	317
Fleet	3	318	320
Vehicle OEN	9	321	329
Axle/Seats	2	330	331
Fees/Weight Group	630	332	961
Base Re Fee	7	962	968
Base Admin Fee	200	969	1168
Vehicle Total Fee	7	1169	1175
Julian Date	5	1176	1180
Batch Number	10	1181	1190
Carrier Type	2	1191	1192
Vehicle Delq. Amount	3	1193	1195
Mainframe	1	1196	1196
# of Re Months	2	1197	1198
Carrier Location	4	1199	1202
Micro Data	10	1203	1212
Weight Group Number	3	1213	1215
Vehicle Status Code	3	1216	1218
Vehicle Use Code 1	2	1219	1220
Vehicle Use Code 2	2	1221	1222
Vehicle Use Code 3	2	1223	1224
Supp #	3	1225	1227
VRI A	1	1228	1228
VRI B	1	1229	1229
VRI C	1	1230	1230
VRI D	1	1231	1231
VRI E	1	1232	1232
VRI F	1	1233	1233
VRI G	1	1234	1234
VRI H	1	1235	1235
VRI I	1	1236	1236
VRI J	1	1237	1237
VRI K	1	1238	1238
VRI L	1	1239	1239
VRI M	1	1240	1240
VRI N	1	1241	1241
VRI O	1	1242	1242
VRI P	1	1243	1243
VRI Q	1	1244	1244
VRI R	1	1245	1245
VRI S	1	1246	1246
VRI T	1	1247	1247
VRI U	1	1248	1248
VRI V	1	1249	1249
VRI W	1	1250	1250
VRI X	1	1251	1251
VRI Y	1	1252	1252
VRI Z	1	1253	1253
Invoice #	9	1254	1262
Invoice Amount *	11	1263	1273
Adjustment *	11	1274	1284

Field Name	Field Length	Starting Position	Ending Position
Amount Paid *	11	1285	1295
SP Amount 1 *	11	1296	1306
SP Amount 2 *	11	1307	1317
Vehicle Location Code	4	1318	1321
Vehicle Sound-Ex Number	13	1322	1334
Mailing Address 1	35	1335	1369
Mailing Address 2	35	1370	1404
City	20	1405	1424
State	2	1425	1426
Zip	9	1427	1435
Model	4	1436	1339
Insurance Ind	1	1440	1440
Policy Number	20	1441	1460
Company Name	35	1461	1495
Company Code	5	1496	1500
Insurance - From Date	6	1501	1506
Insurance - To Date	6	1507	1512
Sticker Number	10	1513	1522
Base App Percentage *	6	1523	1528
Vehicle Purchase Price	6	1529	1534
Purchase Date	6	1535	1540
Factory Price	6	1541	1546
Fuel Type	1	1547	1547
Horse Power	3	1548	1550
Operator ID	6	1551	1556
Part Pay Status	1	1557	1557
Title Number	10	1558	1567
Cylinders	4	1568	1571
Vehicle Axle Distance	3	1572	1574
Pre IRP Plate	8	1575	1582
Vehicle Color	4	1583	1586
Title Transfer	1	1587	1587
Sex	1	1588	1588
Filler	9	1589	1597
Record Type1	1	1598	1598
Reg Year	2	1599	1600
<b>TOTAL RECORD LENGTH</b>	<b>1600</b>		

\* These fields include decimal points

## 11 Electronic Lien Processing

Current Interface: No  
Proposed Interface: Yes  
Type of Interface: Batch & Real-time

**TRUST Interface with**

**Agency:** Financial lending institutions, businesses and Lienholders.

**System:**

**Purpose of the Interface**

To enable Lienholders to note and discharge liens electronically. The interface will provide the ability for users authorized by TDOS to perform on-line Noting of Lien and Discharge of Lien processes. The ability for a Lienholder to set the lien limit indicator and remove it must be provided. Provide the lienholder with Title Number when title originally issued and after a title is surrendered and subsequent lien(s) are noted. Electronic titles will use this same process.

**Platform**

**Hardware** Open systems

**Software:**

**Database:** TRUST

**Operating System:**

**Data elements required**

**Lookup Keys:** Lienholder PIN No. Transaction Code, Vehicle Identification Number or Title Number.

**Data Provided:** Vehicle Identification Number, Title Number, Title Issue Date, Vehicle Year, Vehicle Make, Owner Name, Owner Address, Lienholder Name and Address, Date of Lien, Lienholder Identification Number, Discharge Date, Refinance Indicator, Lien Limit Indicator, Multiple Lienholders, Confirmation number.

**Process for sending/receiving data**

FTP Noting of Lien standard feed or email exchange (e.g. Virginia) or Internet Portal point of entry.

TRUST will generate and provide confirmation of the lien transaction processed.

**12 Motor Vehicle Commission**

Current Interface: No  
Proposed Interface: Yes  
Type of Interface: On-line

**TRUST Interface with**

**Agency:** Tennessee Department of Commerce and Insurance, Motor Vehicle Commission.  
**System:** Automobile Dealers Listing system.

**Purpose of the Interface**

To provide TRUST with a mechanism to validate a dealer's license and thus determine that he is authorized to purchase Dealer Plates and Dealer Drive Out Tags

**Platform**

**Hardware:** Sun SPARC 4000  
**Software:** Informix Dynamic Server  
**Database:** Informix-SQL 7.31  
**Operating System:** Solaris 2.6

**Data elements required**

**Match Keys:** MVC Dealer License Number.  
**Provided Data:** MVC Dealer License Number, Dealer License Issue and Expiration Dates.

**Process for sending/receiving data**

The TRUST dealer validation process will be based on the MVC Dealer License Number. If the dealer is present and not expired, he is eligible to purchase Dealer Plates and Drive Out Tags.

**13 National Automobile Dealers Association**

Current interface: No  
Proposed interface: Yes  
Type of interface: On-line Inquiry

**TRUST Interface with**

**Agency:** National Automobile Dealers Association  
**System:** NADA

**Purpose of the interface**

To validate the reasonableness of the sales tax reported on casual sales of vehicles. This validation is performed at the time that a transfer of title is requested.

**Platform**

**Hardware:** TBD  
**Software:** TRUST  
**Database:**  
**Operating System:**

**Data or elements required**

**Inquiry Lookup Keys:** Year, Make, Model  
**Data Provided:** Market Value

**Process for sending/receiving data**

TRUST initiates on-line real-time inquiry to NADA based on year, make and model of vehicle. When the market value is returned, TRUST extends to the sales tax amount and compares with the sales tax amount reported. If the difference exceeds the specified tolerance, a report is generated for the Dept. of Revenue.

## 14 National Change of Address

Current interface: Yes  
 Proposed interface: Yes  
 Type of interface: Batch Update

### TRUST Interface with

a third party NCOA vendor to be determined.

### Purpose of the interface

To provide accurate registration renewals. This is accomplished by verifying renewal mailing address information with NCOA where USPS address changes are applied to the mailing files and a transaction is created to update the TRUST database.

### Platform

**Hardware:**  
**Software:**  
**Database:**  
**Operating System:**

### Data or elements required

**Data Sent:** 300 byte transmittal (attached)

**Data Received:** 860 byte record containing VIN, County Code(T&R Code), Name, New Address (attached)

### Process for sending/receiving data

This process is proposed to be done in house. If outsourced each month a file is created of registration renewals. This file is sent to the NCOA provider. Based upon the process, a file is returned which is used to update the TRUST database with the address change information.

### 1. File layout for DINCSMTD (Submitted)

```
*****
***                               COPYBOOK - DINCSMTD                               ***
***                               ***
***  DEFINES THE DATA TO BE SUBMITTED TO AN NCOA LICENSEE                      ***
***  FOR ADDRESS UPDATE PROCESSING.                                             ***
*****

01  NAME-ADDRESS-RECORD-SMTD.
    03  ORIG-NAME-ADDRESS-DATA-SMTD.
        05
            88  ADDRESS-REC-TYPE-SMTD                                PIC X.
            88  TERMINATION-CODE-SMTD                                VALUE 'A'.
            05  ZIP-CODE-SMTD                                         PIC X(5).
            05  SECTOR-SEGMENT-SMTD                                   PIC X(4).
            05  NAME-DATA-SMTD.
                07  NAME-TYPE-SMTD                                     PIC X.
                    88  BUSINESS-NAME-SMTD                           VALUE 'B'.
                    88  FREEFORM-PERS-NAME-SMTD                       VALUE 'F'.
                    88  STRUC-PERS-NAME-SMTD                           VALUE 'S'.
                    88  UNKNOWN-NAME-TYPE-SMTD                         VALUE 'U'.
                07  NAME-LINE-SMTD.
                    09  PERS-PREFIX-SMTD                               PIC X(6).
```

```

09 PERS-FIRST-SMTD PIC X(15).
09 PERS-MIDDLE-SMTD PIC X(15).
09 PERS-LAST-SMTD PIC X(20).
09 PERS-SUFFIX-SMTD PIC X(6).
05 ADDRESS-DATA-SMTD.
07 OPTIONAL-ADDRS-SMTD PIC X(40).
07 URBANIZATION-SMTD PIC X(28).
07 DELIVERY-ADDRS-SMTD PIC X(64).
07 REDEFINES DELIVERY-ADDRS-SMTD.
09 PRIM-UNIT-NBR-SMTD PIC X(10).
09 PIC X.
09 PRE-DIRECTION-SMTD PIC X(2).
09 PIC X.
09 STREET-NAME-SMTD PIC X(28).
09 PIC X.
09 STREET-SUFFIX-SMTD PIC X(4).
09 PIC X.
09 POST-DIRECTION-SMTD PIC X(2).
09 PIC X.
09 SEC-UNIT-DESIG-SMTD PIC X(4).
09 PIC X.
09 SEC-UNIT-NBR-SMTD PIC X(8).
07 CITY-NAME-SMTD PIC X(28).
07 STATE-ABRV-SMTD PIC X(2).
05 APPLICATION-DATA-SMTD PIC X(65).

```

## 2. File layout for DINCRTND (Returned)

```

*****
*** COPYBOOK - DINCRTND ***
***
*** DEFINES THE DATA RETURNED BY THE NCOA LICENSEE, GIVING ***
*** THE RESULTS OF ADDRESS UPDATE PROCESSING. ***
*****

01 NAME-ADDRESS-RECORD-RTND.
03 ORIG-NAME-ADDRESS-DATA-RTND.
05 PIC X.
05 88 ADDRESS-REC-TYPE-RTND VALUE 'A'.
05 88 TERMINATION-CODE-RTND VALUE HIGH-VALUE.
05 ZIP-CODE-RTND PIC X(5).
05 SECTOR-SEGMENT-RTND PIC X(4).
05 NAME-DATA-RTND.
07 NAME-TYPE-RTND PIC X.
07 88 BUSINESS-NAME-RTND VALUE 'B'.
07 88 FREEFORM-PERS-NAME-RTND VALUE 'F'.
07 88 STRUC-PERS-NAME-RTND VALUE 'S'.
07 88 UNKNOWN-NAME-TYPE-RTND VALUE 'U'.
07 NAME-LINE-RTND.
07 09 PERS-PREFIX-RTND PIC X(6).
07 09 PERS-FIRST-RTND PIC X(15).
07 09 PERS-MIDDLE-RTND PIC X(15).
07 09 PERS-LAST-RTND PIC X(20).
07 09 PERS-SUFFIX-RTND PIC X(6).
05 ADDRESS-DATA-RTND.
05 07 OPTIONAL-ADDRS-RTND PIC X(40).

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07  URBANIZATION-RTND          PIC X(28).
07  DELIVERY-ADDRS-RTND        PIC X(64).
07  CITY-NAME-RTND             PIC X(28).
07  STATE-ABRV-RTND            PIC X(2).
05  APPLICATION-DATA-RTND       PIC X(65).

03  PRCSDD-ADDRESS-DATA-RTND.
05  ZIP-PLUS-4-APPEND-RTND.
07  ZIP-4-PRIMARY-NBR-RTND      PIC X(10).
07  ZIP-4-PRE-DIRECTION-RTND    PIC X(2).
07  ZIP-4-PRIMARY-NAME-RTND     PIC X(28).
07  ZIP-4-STREET-SUFFIX-RTND    PIC X(4).
07  ZIP-4-POST-DIRECTION-RTND   PIC X(2).
07  ZIP-4-SECNDRY-DESIG-RTND    PIC X(4).
07  ZIP-4-SECNDRY-NBR-RTND      PIC X(8).
07  ZIP-4-CITY-NAME-ABRV-RTND   PIC X(13).
07  ZIP-4-STATE-ABRV-RTND       PIC X(2).
07  ZIP-4-ZIP-CODE-RTND         PIC X(5).
07  ZIP-4-SECTOR-SEGMENT-RTND   PIC X(4).
07  ZIP-4-DELIVERY-POINT-RTND   PIC X(2).
07  ZIP-4-CHECK-DIGIT-RTND      PIC X(1).
07  ZIP-4-CARRIER-ROUTE-RTND   PIC X(4).
07  ZIP-4-MATCH-LVL-RTND        PIC X(1).
88  ZIP-4-SCNDRY-MTCH-FAIL-RTND VALUE 'A'.
88  ZIP-4-PO-BOX-RTND           VALUE 'B'.
88  ZIP-4-HWY-CONTRACT-RTND     VALUE 'C'.
88  ZIP-4-RURAL-RTE-DFLT-RTND   VALUE 'D'.
88  ZIP-4-PRIM-MTCH-IN-RNGE-RTND VALUE 'E'.
88  ZIP-4-FIRM-ADDRESS-RTND     VALUE 'F'.
88  ZIP-4-GEN-DELIVERY-RTND     VALUE 'G'.
88  ZIP-4-HIGHRISE-RTND         VALUE 'H'.
88  ZIP-4-ALPHA-MTCH-SCNDRY-RTND VALUE 'I'.
88  ZIP-4-ALPHA-MTCH-HC-BOX-RTND VALUE 'J'.
88  ZIP-4-HWY-CONTRACT-DFLT-RTND VALUE 'K'.
88  ZIP-4-BUILDING-DFLT-RTND     VALUE 'L'.
88  ZIP-4-MILITARY-DFLT-RTND     VALUE 'M'.
88  ZIP-4-NON-DELIVERABLE-RTND  VALUE 'N'.
88  ZIP-4-ALPHA-MTCH-PO-BOX-RTND VALUE 'O'.
88  ZIP-4-POSTMASTER-RTND       VALUE 'P'.
88  ZIP-4-ALPHA-MTCH-RR-BOX-RTND VALUE 'Q'.
88  ZIP-4-RURAL-ROUTE-RTND      VALUE 'R'.
88  ZIP-4-STREET-ADDRESS-RTND    VALUE 'S'.
88  ZIP-4-SMALL-TOWN-DFLT-RTND   VALUE 'T'.
88  ZIP-4-UNIQUE-ZIP-DFLT-RTND   VALUE 'U'.
88  ZIP-4-ALPHA-MTCH-FIRM-RTND   VALUE 'V'.
88  ZIP-4-HIGHRISE-DFLT-ALT-RTND VALUE 'W'.
88  ZIP-4-NOT-FOUND-RTND        VALUE 'X'.
88  ZIP-4-AMBIG-DUAL-RTND        VALUE 'Y'.
88  ZIP-4-CODE-Z-UNUSED-RTND     VALUE 'Z'.
07  ZIP-4-BOX-NBR-FLAG-RTND      PIC X(1).
88  ZIP-4-PRIM-NBR-IS-BOX-RTND   VALUE 'Y'.
07  ZIP-4-ZIP-CODE-STATUS-RTND   PIC X(1).
88  ZIP-4-ZIP-CODE-VERIFIED-RTND VALUE '1'.
88  ZIP-4-ZIP-CODE-CORRECTED-RTND VALUE '2'.
88  ZIP-4-ZIP-CODE-NOT-VFIED-RTND VALUE '3'.
07  ZIP-4-CITY-CHANGE-FLAG-RTND  PIC X(1).
88  ZIP-4-CITY-CHANGED-RTND      VALUE 'Y'.
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```
07 ZIP-4-LINE-OF-TRAVEL-RTND          PIC X(7).
07 ZIP-4-FIPS-STATE-CODE-RTND         PIC X(2).
07 ZIP-4-FIPS-COUNTY-CODE-RTND        PIC X(3).
07 ZIP-4-LACS-INDICATOR-RTND          PIC X(1).
    88 ZIP-4-LACS-CONVERTED-RTND      VALUE 'L'.
07 ZIP-4-URBANIZATION-RTND            PIC X(28).
07 ZIP-4-UNIT-CODE-RTND               PIC X(3).
07 ZIP-4-VENDOR-SOURCE-RTND          PIC X(1).
07 ZIP-4-RSRVD-1-RTND                PIC X(2).

05 ZIP-PLUS-4-NOTES-APPEND-RTND.
    07 ZIP-4-NOTE-AA-RTND              PIC X(2).
        88 ZIP-4-MATCHED-RTND          VALUE 'AA'.
    07 ZIP-4-NOTE-A1-RTND              PIC X(2).
        88 ZIP-4-NOT-MATCHED-RTND      VALUE 'A1'.
    07 ZIP-4-NOTE-A2-RTND              PIC X(2).
        88 ZIP-4-MATCHED-ALIAS-RTND    VALUE 'A2'.
    07 ZIP-4-NOTE-A3-RTND              PIC X(2).
        88 ZIP-4-MATCHED-ALT-RTND      VALUE 'A3'.
    07 ZIP-4-NOTES-RSRVD-1-RTND        PIC X(2).
    07 ZIP-4-NOTE-D-RTND               PIC X(1).
        88 ZIP-4-CORRECTED-CITY-ST-RTND VALUE 'D'.
    07 ZIP-4-NOTE-E-RTND               PIC X(1).
        88 ZIP-4-CORRECTED-PRIMARY-RTND VALUE 'E'.
    07 ZIP-4-NOTE-F-RTND               PIC X(1).
        88 ZIP-4-CORRECTED-SECNDRY-RTND VALUE 'F'.
    07 ZIP-4-NOTES-RSRVD-2-RTND        PIC X(1).
    07 ZIP-4-NOTE-H-RTND               PIC X(1).
        88 ZIP-4-ZIP-CODE-CHANGED-RTND VALUE 'H'.
    07 ZIP-4-NOTES-RSRVD-3-RTND        PIC X(1).
    07 ZIP-4-NOTE-J-RTND               PIC X(1).
        88 ZIP-4-NO-MATCH-LAST-LINE-RTND VALUE 'J'.
    07 ZIP-4-NOTE-K-RTND               PIC X(1).
        88 ZIP-4-MULT-MATCH-PRIMARY-RTND VALUE 'K'.
    07 ZIP-4-NOTE-K1-RTND              PIC X(2).
        88 ZIP-4-MULT-DIRECTIONAL-RTND VALUE 'K1'.
    07 ZIP-4-NOTE-K2-RTND              PIC X(2).
        88 ZIP-4-MULT-SUFFIX-RTND      VALUE 'K2'.
    07 ZIP-4-NOTE-L-RTND               PIC X(1).
        88 ZIP-4-MULT-MATCH-SECNDRY-RTND VALUE 'L'.
    07 ZIP-4-NOTE-M1-RTND              PIC X(2).
        88 ZIP-4-NO-STREET-NBR-RTND    VALUE 'M1'.
    07 ZIP-4-NOTE-M2-RTND              PIC X(2).
        88 ZIP-4-ADDRESS-NOT-FOUND-RTND VALUE 'M2'.
    07 ZIP-4-NOTE-N1-RTND              PIC X(2).
        88 ZIP-4-NO-SECNDRY-NBR-RTND   VALUE 'N1'.
    07 ZIP-4-NOTE-N2-RTND              PIC X(2).
        88 ZIP-4-SECNDRY-NOT-FOUND-RTND VALUE 'N2'.
    07 ZIP-4-NOTE-P1-RTND              PIC X(2).
        88 ZIP-4-NO-RR-HC-NBR-RTND     VALUE 'P1'.
    07 ZIP-4-NOTE-P2-RTND              PIC X(2).
        88 ZIP-4-RR-HC-NOT-FOUND-RTND  VALUE 'P2'.
    07 ZIP-4-NOTE-Q1-RTND              PIC X(2).
        88 ZIP-4-NO-PO-BOX-NBR-RTND    VALUE 'Q1'.
    07 ZIP-4-NOTE-Q2-RTND              PIC X(2).
        88 ZIP-4-PO-BOX-NOT-FOUND-RTND VALUE 'Q2'.
    07 ZIP-4-NOTE-M3-RTND              PIC X(2).
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	88	ZIP-4-NO-SUCH-PRIM-NBR-RTND	VALUE 'M3'.
07		ZIP-4-NOTE-M4-RTND	PIC X(2).
	88	ZIP-4-FIRM-NOT-MATCHED-RTND	VALUE 'M4'.
07		ZIP-4-NOTES-RSRVD-4-RTND	PIC X(7).
05		NEW-APPEND-RTND.	
07		NEW-MATCH-LVL-RTND	PIC X(1).
	88	NEW-NCOA-MATCH-MOVE-RTND	VALUE 'A'.
	88	NEW-NIXIE-MATCH-RTND	VALUE 'B'.
	88	NEW-NOT-MATCHED-RTND	VALUE 'C'.
	88	NEW-DMCOA-MATCH-RTND	VALUE 'D'.
	88	NEW-LACS-MATCH-RTND	VALUE 'L'.
	88	NEW-NES-LACS-MATCH-RTND	VALUE 'E'.
	88	NEW-NES-DMCOA-MATCH-RTND	VALUE 'G'.
07		NEW-MOVE-TYPE-RTND	PIC X(1).
	88	NEW-INDIVIDUAL-MOVE-RTND	VALUE 'I'.
	88	NEW-FAMILY-MOVE-RTND	VALUE 'F'.
	88	NEW-BUSINESS-MOVE-RTND	VALUE 'B'.
	88	NEW-LACS-RESIDENTIAL-RTND	VALUE 'R'.
07		NEW-MOVE-EFFCTV-DATE-RTND.	
	09	NEW-MOVE-EFFCTV-YEAR-RTND	PIC X(4).
	09	NEW-MOVE-EFFCTV-MTH-RTND	PIC X(2).
07		NEW-DELIVERY-CODE-RTND	PIC X(1).
	88	NEW-FOREIGN-MOVE-RTND	VALUE 'F'.
	88	NEW-BOX-CLOSED-RTND	VALUE 'G'.
	88	NEW-NO-FWD-ADDRS-RTND	VALUE 'K'.
	88	NEW-FORWARDABLE-RTND	VALUE 'M'.
	88	NEW-LACS-RR-ADDRS-RTND	VALUE 'R'.
	88	NEW-LACS-RR-W-BOX-RTND	VALUE 'X'.
	88	NEW-LACS-HC-ADDRS-RTND	VALUE 'H'.
	88	NEW-LACS-HC-W-BOX-RTND	VALUE 'V'.
07		NEW-PRIMARY-NBR-RTND	PIC X(10).
07		NEW-PRE-DIRECTION-RTND	PIC X(2).
07		NEW-PRIMARY-NAME-RTND	PIC X(28).
07		NEW-STREET-SUFFIX-RTND	PIC X(4).
07		NEW-POST-DIRECTION-RTND	PIC X(2).
07		NEW-SECNDRY-DESIG-RTND	PIC X(4).
07		NEW-SECNDRY-NBR-RTND	PIC X(8).
07		NEW-CITY-NAME-ABRV-RTND	PIC X(13).
07		NEW-STATE-ABRV-RTND	PIC X(2).
07		NEW-ZIP-CODE-RTND	PIC X(5).
07		NEW-SECTOR-SEGMENT-RTND	PIC X(4).
07		NEW-DELIVERY-POINT-RTND	PIC X(2).
07		NEW-CHECK-DIGIT-RTND	PIC X(1).
07		NEW-CARRIER-ROUTE-RTND	PIC X(4).
07		NEW-ZIP-PLUS-4-LVL-RTND	PIC X(1).
07		NEW-BOX-NBR-FLAG-RTND	PIC X(1).
	88	NEW-PRIM-NBR-IS-BOX-RTND	VALUE 'Y'.
07		NEW-URBANIZATION-RTND	PIC X(28).
07		NEW-LACS-RECORD-TYPE-RTND	PIC X(2).
	88	NEW-RR-HC-BX-TO-STRT-SPLT-RTND	VALUE '02'.
	88	NEW-STREET-TO-STRT-SPLT-RTND	VALUE '03'.
	88	NEW-RR-HC-BX-TO-STREET-RTND	VALUE '05'.
	88	NEW-STREET-TO-STREET-RTND	VALUE '07'.
	88	NEW-RR-HC-TO-STRT-SPLT-RTND	VALUE '08'.
07		NEW-MULTI-SOURCE-CODE-RTND	PIC X(1).
	88	NEW-SINGLE-SOURCE-RTND	VALUE 'S'.

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      88 NEW-DQI2-VERIFIED-RTND          VALUE 'D' .
      88 NEW-MULITPLE-SOURCE-RTND       VALUE 'M' .
      88 NEW-DQI2-MULTI-SRCE-RTND       VALUE 'B' .
07    NEW-RSRVD-1-RTND                  PIC X(2) .
07    NEW-NCOA-DMA-INDICATOR-RTND       PIC X(1) .
07    NEW-NCOA-MATCH-FOOTNOTE-RTND     PIC X(2) .
07    NEW-RSRVD-2-RTND                  PIC X(2) .

05    NIXIE-APPEND-RTND .
      07 NIXIE-MOVE-TYPE-RTND            PIC X(1) .
      88 NIXIE-BUSINESS-MOVE-RTND       VALUE 'S' .
      88 NIXIE-FAMILY-MOVE-RTND         VALUE 'T' .
      88 NIXIE-INDIVIDUAL-MOVE-RTND     VALUE 'R' .
      07 NIXIE-MOVE-EFFCTV-DATE-RTND .
      09 NIXIE-MOVE-EFFCTV-YEAR-RTND    PIC X(4) .
      09 NIXIE-MOVE-EFFCTV-MTH-RTND     PIC X(2) .
      07 NIXIE-CODE-P-RTND              PIC X(1) .
      88 NIXIE-MULTIPLE-MATCHES-RTND    VALUE 'P' .
      07 NIXIE-TRUE-FALSE-CODE-RTND     PIC X(1) .
      88 NIXIE-TRUE-TYPE-RTND           VALUE 'T' .
      88 NIXIE-FALSE-TYPE-RTND          VALUE 'F' .
      07 NIXIE-CODE-D-RTND              PIC X(1) .
      88 NIXIE-NO-HOUSE-ON-IPT-RTND     VALUE 'D' .
      07 NIXIE-CODE-M-RTND              PIC X(1) .
      88 NIXIE-NO-BOX-ON-INPUT-RTND     VALUE 'M' .
      07 NIXIE-CODE-N-RTND              PIC X(1) .
      88 NIXIE-DIFF-ADDRESSES-RTND      VALUE 'N' .
      07 NIXIE-CODE-O-RTND              PIC X(1) .
      88 NIXIE-DIFF-STREET-NAMES-RTND   VALUE 'O' .
      07 NIXIE-CODE-U-RTND              PIC X(1) .
      88 NIXIE-NO-APT-ON-EITHER-RTND    VALUE 'U' .
      07 NIXIE-CODE-W-RTND              PIC X(1) .
      88 NIXIE-TRNSPSD-2ND-NBR-RTND     VALUE 'W' .
      07 NIXIE-CODE-Q-RTND              PIC X(1) .
      88 NIXIE-DIFF-2ND-NBR-RTND        VALUE 'Q' .
      07 NIXIE-CODE-X-RTND              PIC X(1) .
      88 NIXIE-DIFF-2ND-DESIG-RTND      VALUE 'X' .
      07 NIXIE-RSRVD-1-RTND             PIC X(3) .
      07 NIXIE-CODE-I-RTND              PIC X(1) .
      88 NIXIE-DIFF-FIRM-NAMES-RTND     VALUE 'I' .
      07 NIXIE-CODE-F-RTND              PIC X(1) .
      88 NIXIE-DIFF-SURNAMES-RTND       VALUE 'F' .
      07 NIXIE-CODE-J-RTND              PIC X(1) .
      88 NIXIE-NO-1ST-NAME-IPT-RTND     VALUE 'J' .
      07 NIXIE-CODE-V-RTND              PIC X(1) .
      88 NIXIE-SAME-1ST-NAME-INIT-RTND  VALUE 'V' .
      07 NIXIE-CODE-K-RTND              PIC X(1) .
      88 NIXIE-DIFF-NAME-2-INIT-RTND    VALUE 'K' .
      07 NIXIE-CODE-L-RTND              PIC X(1) .
      88 NIXIE-DIFF-GENDER-RTND         VALUE 'L' .
      07 NIXIE-CODE-H-RTND              PIC X(1) .
      88 NIXIE-DIFF-TITLE-SUFFIX-RTND   VALUE 'H' .
      07 NIXIE-CODE-G-RTND              PIC X(1) .
      88 NIXIE-DIFF-1ST-IND-MOVE-RTND   VALUE 'G' .
      07 NIXIE-CODE-Y-RTND              PIC X(1) .
      88 NIXIE-DIFF-1ST-IND-MTCH-RTND   VALUE 'Y' .
      07 NIXIE-RSRVD-2-RTND             PIC X(3) .
```

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05 MAIL-APPEND-RTND.
07 MAIL-ADDRS-SOURCE-RTND          PIC X(1) .
   88 MAIL-FROM-ORIG-ADDRESS-RTND  VALUE 'O' .
   88 MAIL-FROM-LACS-MATCH-RTND     VALUE 'L' .
   88 MAIL-FROM-NCOA-MATCH-RTND     VALUE 'N' .
   88 MAIL-FROM-DMCOA-MATCH-RTND    VALUE 'D' .
   88 MAIL-FROM-TRUE-NIXIE-RTND     VALUE 'X' .
   88 MAIL-FROM-FALSE-NIXIE-RTND    VALUE 'Y' .
07 MAIL-ADDRS-DELIVERY-CODE-RTND    PIC X(1) .
   88 MAIL-FORWARDING-ADDRESS-RTND  VALUE 'A' .
   88 MAIL-NO-FRWRDNG-ADDRESS-RTND  VALUE 'B' .
   88 MAIL-VFIED-CORR-ADDRESS-RTND  VALUE 'C' .
   88 MAIL-VFIED-CORR-ZIP-NCAR-RTND VALUE 'D' .
   88 MAIL-VFIED-CORR-ZIP-CARR-RTND VALUE 'E' .
   88 MAIL-ZIP-CODE-NOT-VFIED-RTND  VALUE 'F' .
07 MAIL-PANDER-CODE-RTND            PIC X(1) .
   88 MAIL-PANDER-RTND              VALUE 'P' .
07 MAIL-DELIVERY-LINE-1-RTND        PIC X(40) .
07 MAIL-SECNDRY-UNIT-INFO-RTND      PIC X(13) .
07 MAIL-OPTIONAL-ADDRS-LINE-RTND    PIC X(40) .
07 MAIL-CITY-NAME-FULL-RTND         PIC X(28) .
07 MAIL-CITY-NAME-ABRV-RTND         PIC X(13) .
07 MAIL-STATE-ABRV-RTND             PIC X(2) .
07 MAIL-ZIP-CODE-RTND               PIC X(5) .
07 MAIL-SECTOR-SEGMENT-RTND         PIC X(4) .
07 MAIL-RSRVD-1-RTND                PIC X(18) .
07 MAIL-MILITARY-ZIP-TYPE-RTND      PIC X(1) .
   88 MAIL-ACTIVE-MIL-ZIP-RTND      VALUE 'A' .
   88 MAIL-NON-ACTIVE-MIL-ZIP-RTND  VALUE 'N' .
07 MAIL-RSRVD-2-RTND                PIC X(2) .
07 MAIL-OPT-ADDRS-CODE-RTND         PIC X(1) .
   88 MAIL-OPT-ADDRS-IS-URB-RTND    VALUE 'U' .
07 MAIL-FIPS-STATE-CODE-RTND        PIC X(2) .
07 MAIL-FIPS-COUNTY-CODE-RTND       PIC X(3) .
07 MAIL-FULL-CITY-CODE-RTND         PIC X(1) .
   88 MAIL-FULL-CITY-NAME-RTND      VALUE 'Y' .
   88 MAIL-ABRV-CITY-NAME-RTND      VALUE 'N' .
07 MAIL-CARRIER-ROUTE-RTND         PIC X(4) .
07 MAIL-LINE-OF-TRAVEL-RTND         PIC X(7) .
07 MAIL-PRESTIGE-CITY-CODE-RTND     PIC X(1) .
   88 MAIL-PRESTIGE-CITY-RTND       VALUE 'Y' .
   88 MAIL-PREFERRED-CITY-RTND      VALUE 'N' .
07 MAIL-BAR-CODE-RTND               PIC X(12) .
```

## 15 National Motor Vehicle Title Information System (NMVTIS)

Current Interface: Yes  
 Proposed Interface: Yes  
 Type of Interface: On-line Inquiry & Update

### **TRUST Interface with**

**Agency:** American Association of Motor Vehicle Administrators

**System:** The National Motor Vehicle Title Information System

### **Purpose of the Interface**

To provide the titling and registration division with title data and title history from the AAMVAnet information system and to provide to other states through NMVTIS. titling update information as a result of TRUST processing.

Title II of the Anti Car Theft Act of 1992 (the Act) requires the creation of a National Motor Vehicle Title Information System (NMVTIS). The NMVTIS is expected to deter trafficking in stolen vehicles by making it harder for thieves to title stolen vehicles. The NMVTIS will reduce title fraud by allowing states to verify the validity of titles prior to issuing new titles. The NMVTIS also protects consumers by giving prospective purchasers access to brand data, which then allows them to determine the market value and road-worthiness of the vehicle prior to purchase.

### **Description of Interface Environment**

#### **Software**

All communications with the NMVTIS is done through the United Network Interface.

#### **The Unified Network Interface (UNI)**

In its role as an application interface, UNI insulates the site's application programmers from having to deal with network-specific requirements. UNI provides a set of APIs which allow the site's outbound and inbound application programs to exchange messages with UNI.

#### **The main application interface functions provided by UNI are:**

**Message Translation** - UNI translates the messages from a logical format easy to manipulate within an application program into the network format (or AMIE: AAMVAnet Message Interchange Envelope).

**Message Grouping** - UNI groups the response messages together in its application message file. Messages are sorted in a logical manner and the file layout is provided with the UNI software to allow application programs to access the file.

**Site Application Notification** - UNI can notify a site application once the transaction is complete or every time a response message is received.

**Store & Forward** - UNI can store and forward messages using either an interval of time or a specific time in the day.

**Time-out** - It is possible to specify a time-out time after which UNI should notify the site application that the transaction is not complete and (optionally) abort the incomplete transaction

The NMVTIS interface from the TRUST consists of a series of messages to and from the TRUST and NMVTIS. These messages are made up of titling inquiries, responses to those inquiries and updates back to NMVTIS to record the effect of the titling transaction within TRUST. There are also what are termed unsolicited messages. These are requests for information from another state. These will be responded to by TRUST.

**The NMVTIS information base consists of 4 central files. These are:**

VIN Pointer  
MCO/MSO  
Brands  
Theft

**Access to the NMVTIS central files**

Provide on-line real-time electronic exchange of title, Brand, theft, and detailed vehicle data between states, private sector Service providers and the users of the system.

Provide information within the system to states; federal, state and Local law enforcement officials; prospective purchasers (e.g. Individuals, auction companies, and used car dealers); and insurance Carriers. The system is currently limited to the 51 licensing Jurisdictions within the United States.

Provide a means for junk yards, salvage yards and insurance carriers to input non-repairable and salvage vehicle information into the system for vehicles they have acquired.

**Provide a means for a user of the system to:**

- A) Verify the validity and status of a manufacturer's certificate of origin (MCO).
- B) Verify the validity and status of a title document.
- C) Determine where a vehicle is currently titled.
- D) Determine the title and registration history of a vehicle.
- E) Determine whether a vehicle is non-repairable, salvage or otherwise Branded.
- F) Determine a vehicle's odometer reading.
- G) Determine if a vehicle is reported as stolen.
- H) Access detailed vehicle data from the manufacturer.
- I) Access detailed vehicle data from the state of title.

**Provide a means for a state to notify the central file operators when:**

- A) The first title for a vehicle has been issued from an MCO.
- B) A first title was issued from an MCO in error.
- C) A vehicle has been retitled from another state.
- D) A vehicle was retitled from another state in error.
- E) Title data (VIN, title number, titling state key) has changed.
- F) A vehicle title record has been deleted from a state's files.
- G) A brand has been recorded on a title.
- H) A brand has been recorded on a title in error.

**Provide a means for central file operators to notify the state of title when:**

- A) Another state has titled the vehicle.
- B) Another state titled the vehicle in error

Provide a means for law enforcement to obtain brand data by junk yard, salvage yard or insurance carrier ID.

**Database**

See this Interface's Appendix A.

**Operating System**

To support the wide variety of hardware and operating systems used by the AAMVAnet community, the UNI product is available for several different platforms. Appendix B is the list of all the platforms currently supported.

**Note:** The configurations for each platform are given as a minimum required and do not constitute an exhaustive list of all the possible alternatives

**Data or Elements Required**

**Inquiry Lookup Keys** - VIN, State of title, Title Number or, VIN, State of Registration and Plate # if state does not issue titles.

**Data Provided** - VIN, State of Title and Title number, year, make model, branding information theft information, social security number, name, address or name and address for Titles and Title history nationwide.

**Data Usage** – Title information provided will update TRUST information database. Additionally, if branding information is present, it will update the database. If there is a theft indication, a stop will be recorded and no title can be issued. Otherwise, the requested title transaction will be processed. As a result of processing the title transaction within TRUST ,the system will generate and transmit to NMVTIS an update to record the issuance or surrender of a Tennessee title. The data to include VIN, State of Title and Title number, year, make model, branding information theft information, social security number, name, address or name and address for Titles and Title history nationwide.

**Process for sending/receiving data**

TRUST initiates inquiry to NMVTIS based on the presence of a titling transaction. The NMVTIS interprets the inquiry and dependent upon the recorded state of title, either redirects the inquiry to the state of title, if different than the inquiring state or, responds directly to the inquiring state. If the inquiry was redirected, the state of title will respond to the inquiry. Subsequent to the completion of the titling action requested, TRUST will generate and transmit to NMVTIS an update to record the issuance or surrender of a Tennessee title.

**APPENDIX A -- Interface Software.****Unified Network Interface.**

To accommodate different application and network service requirements, UNI can operate in either on-line or batch operating modes or in a combination of both.

**On-line operating mode**

When operating strictly in on-line mode, UNI uses the inter-process communication protocol available on the platform it is operating on (e.g. TDQ for CICS, Message Queues for UNIX, etc.) to exchange messages with the site application and the site communication software.

**Batch operating mode**

When operating strictly in batch mode, UNI uses batch sequential files to exchange messages with the site application and the site communication software.

**The AMIE/ba product**

The AMIE/ba product was designed to support the needs of the AAMVAnet user community for message translation. While AAMVAnet already distributes a software product (The Unified Network Interface, or UNI) which provides, among other features, a message translation capability, many AAMVAnet customers desired a "translation only" solution. The AMIE/ba product targets mainly non-DMV AAMVAnet Application users who use a batch network service and typically participate in only one AAMVAnet application. The primary function of the AMIE/ba software is to translate network AMIE messages into a "flat file" format (Call List) easy to use by an application. The translation can also be done from the "flat file" format into the network AMIE format.

The interface to the AMIE/ba consists of four files: the Outbound Call List file, the Outbound Network Message file, the Inbound Network Message file, and the Inbound Call List file.

The Call List file is the interface to the site's AAMVAnet-compliant application. For Outbound processing, the site's application creates a Call List file. This file is passed to the AMIE/ba which translates it into a



Network Message file, consistent with the AAMVAnet network environment. For Inbound processing, a Network Message file is translated by the AMIE/ba into a Call List file, which is in turn read by the site's application.

The format of the Call List file is dependent on the AAMVAnet application being used. Call List formats are described with COBOL PICTURE clauses which are provided as part of the AMIE/ba product. C header files can also be provided for applications developed in C or C++.

The Network Message file contains AAMVAnet Message Interchange Envelope (AMIE) formatted messages. These are the translated Call List messages. They are in the format expected by the AMIE/ba Inbound Process and the Unified Network Interface (UNI) for inbound messages.

**16 Internet Enabled with State of Tennessee Portal Service**

Current Interface:: No  
Proposed Interface: Yes  
Type of Interface: Universal Internet Accessibility

**TRUST Interface with**

**Agency:** State of Tennessee

**System:** State of Tennessee Portal Services System (TennesseeAnytime.org)

**Purpose of the Interface**

To provide citizens and businesses with the ability to interact with portal applications which will accept the information necessary to complete a query or transaction, obtain the financial card authorization for payment if applicable, and format the transactions that will be submitted to State business applications.

**Platform**

**Hardware:** Sun

**Software:**

**Database:**

**Operating System:** Unix

**Data elements required****Query or Transaction Types:**

Individual Name and Address Lookup/Change of Address

Tag Lookup/Tag Renewal

Personalized Plate Lookup/Personalized Plate Request

Personal Identification Number Look up/Change

Credit Card Payments (Through Key Merchant Services).

**Process for sending/receiving data**

The State has established a State Service Portal to provide a single access point that functions as an interactive information and transaction gateway to improve the way citizens and businesses access state government services and information over the Internet. A contract has been established with a provider of portal services. It is State policy that all Internet services provided to citizens and businesses must go through this portal.

Note:

**17 State of Tennessee Accounting and Reporting System (STARS) (Allocation)**

Current Interface: No  
Proposed Interface: Yes  
Type of Interface: Batch Data Transfer.

**TRUST Interface with:**

**Agency:** Tennessee Department of Finance and Administration.  
**System:** STARS.

**Purpose of the Interface:**

To distribute T&R cash receipt information from TRUST to the state F&A STARS system. The distribution will replace the current manual revenue allocation process.

**Platform:**

**Hardware:** State mainframe (Amdahl)  
**Software:** STARS  
**Database:** IMS  
**Operating System :** Multiple Virtual System (MVS)

**Process for sending/receiving Data:**

After closing the day's business, TRUST will format and transmit accounting entries to allocate the funds received for T&R business to the appropriate F&A revenue accounts within the STARS system.

**Data or Elements Required:**

Record Format: STARS Batch interface Transaction  
Data Provided: Transaction Code 'TC', Source, Fund, Revenue Account and Sub, Amount  
TC 144 = STARS Transaction Code used to reduce non-departmental revenue on a JV  
TC 147 = STARS Transaction Code used to record non-departmental revenue on a JV.

**STARS IN FILE LAYOUT (REV)**

<b>ELEMENT</b>	<b>BEGINNING</b>	<b>LENGTH</b>	<b>COMMENTS</b>
<b>CONTROL KEY</b>	<b>1</b>	<b>25</b>	
GROUP CODE	1	2	IN
DATA GROUP	3	1	A
ENTITY	4	1	1
BATCH DEPARTMENT	5	3	349
BATCH DIVISION	8	2	01
BATCH DATE	10	6	CURRENT DATE
BATCH TYPE	16	1	A
BATCH NUMBER	17	3	
BATCH SEQUENCE NO.	20	5	
BATCH DUP NO.	25	1	0
<b>BATCH RECORD</b>	<b>26</b>	<b>375</b>	
BATCH OPERATOR ID	26	3	
BATCH TERMINAL ID	29	8	
BATCH EFF DATE	37	6	CURRENT DATE
BATCH DMI	43	1	0
BATCH STATUS	44	1	
BATCH HEADER CNT SWITCH	45	1	
BATCH LAST SEQ NO. USED	48	5	
BATCH SYSTEM DATE	51	5	
BATCH MASTER FILE IND	56	1	4
BATCH DEPT COMPLETE	57	1	
ENTERED BATCH COUNT	58	5	
ENTERED BATCH AMOUNT	63	13	
COMPUTED BATCH COUNT	76	5	
COMPUTED BATCH AMOUNT	81	13	
FILLER	94	307	
<b>TRANSACTION RECORD</b>	<b>26</b>	<b>375</b>	
OPERATOR ID	26	3	
TERMINAL ID	29	8	
EFFECTIVE DATE	37	6	
FFY	43	2	
DISB METHOD IND	45	1	D
TRANSACTION CODE	46	3	TC
MODIFIER	49	1	
REVERSE	50	1	
COST CENTER	51	5	
DEPARTMENT	56	3	
DIVISION	59	2	
FUND	61	2	
FUND DETAIL	63	2	
MAJOR OBJECT	65	2	
MINOR OBJECT	67	1	
AGENCY OBJECT	68	3	

<b>ELEMENT</b>	<b>BEGINNING</b>	<b>LENGTH</b>	<b>COMMENTS</b>
MAJOR REVENUE SOURCE	71	2	
MINOR REVENUE SOURCE	73	1	
AGENCY REVENUE SOURCE	74	3	
PROJECT	77	3	
SUB PROJECT	80	3	
LOCATION	83	2	
GRANT	85	3	
SUB GRANT	88	3	
SUBSIDIARY ACCT NO.	91	3	
G/L ACCT	94	4	
TREASURER CASH DATE	98	6	
BANK NUMBER	104	3	
QUARTERLY IND	107	1	
VENDOR NUMBER	108	10	
VENDOR NUMBER SUFFIX	118	2	
INVOICE NUMBER	120	14	
DOCUMENT DATE	134	6	
CURRENT DOC NO	140	9	
CURRENT DOC NO SUFFIX	149	2	C O R D
REF DOC NO	151	9	
REF DOC NO SUFFIX	160	2	
DUE DATE	162	6	
WARRANT NUMBER	168	7	
CANCEL STATUS	175	1	
FUND CONTROL OVERRIDE	176	1	
TRANSACTION AMOUNT	177	13	
DESCRIPTION	190	40	
REDEEM DATE	230	6	
VENDOR NAME	236	40	
VENDOR ADDRESS1	276	30	
VENDOR ADDRESS2	306	30	
VENDOR ADDRESS3	336	30	
VENDOR CITY	366	20	
VENDOR STATE	386	2	
VENDOR ZIP CODE	388	9	
SERVICE DATE	397	4	MMYY

**18 Tennessee Information Enforcement System (TIES)**

Current interface: Yes (restricted access)

Proposed interface: Yes

Type of interface: On-line Inquiry

**TRUST Interface with**

**Agency:** Tennessee Crime Information Center (TCIC)

**System:** The Tennessee Information Enforcement System (TIES), statewide communications network.

**Purpose of the interface**

To provides inquiry access to TRUST for the following external information systems:

The National Law Enforcement Telecommunications System (NLETS).

Tennessee Department of Safety's driver license and motor vehicle registration information files (for law enforcement inquiry).

TIES provides a computerized information network, which was created for and dedicated to the criminal justice community. Its sole purpose is to provide for the accurate and timely exchange of interstate, intrastate, and interagency criminal justice-related information.).

**Platform**

**Hardware:** Desktop PC (terminal operator and agency inquiry), Amdahl GS (Global Server) 2072C (message switching and routing)

**Software:** Desktop PC (terminal operator) Linxx, Mainframe IMS

**Database:** Fixed and Free-form Messaging System (see reference below)

**Operating System:** Desktop PC - Windows 95, Mainframe IMS

**Data or elements required**

**Inquiry Lookup Keys:** see message construction in reference below

**Data Provided:** See individual are of inquiry in reference below

**Process for sending/receiving data**

The TIES uses a computerized message switch to handle traffic for the network. The switch communicates with all user agencies through data lines reaching across the state. One of the functions of the switch is to examine each transmission for validity, since an invalid message cannot be processed by the TIES. Depending on the result of that examination, called editing, the message will either be accepted or rejected.

**Reference**

**Statutory**

Tennessee Code Annotated, Title 55, Chapter 16

**Definition**

Electronic Computer Interface; one electronic computer system sending or receiving information from another electronic computer system. TRUST will provide electronic computer interfaces to other computer systems in categories covering On-line Inquiry, On-line Update and Batch Data Transfer.

**TENNESSEE INFORMATION ENFORCEMENT SYSTEM (TIES)****Inquiry Interface data****Introduction**

The Tennessee Information Enforcement System (TIES) is a statewide communication network composed of city, county, state and federal law enforcement and criminal justice agencies in Tennessee. This network provides a dedicated, high-speed message switching function for all law enforcement agencies across the state. Additionally, the TIES network provides direct computer interfaces to the state's computer system at the Office for Information Resources (OIR), the FBI National Crime Information System (NCIC), the National Law Enforcement Telecommunications System (NLETS), and several intrastate computer systems.

**Office for Information Resources (OIR)**

The Office for Information Resources (OIR), located in Nashville, provides access to the Tennessee Department of Safety's driver license and motor vehicle registration information files and the Tennessee Wildlife Resource Agency's boat registration file.

**Tennessee Crime Information Center (TCIC)**

The Tennessee Crime Information Center, located at Tennessee Bureau of Investigation in Nashville, stores records entered by Tennessee agencies. These records include wanted persons, protection orders, sex offender registrants, and Tennessee criminal history records.

**National Law Enforcement Telecommunications System (NLETS)**

The National Law Enforcement Telecommunications System (NLETS) is a computer-controlled message-switching network linking local, state, and federal agencies for the purpose of information exchange. Located in Phoenix, Arizona, and operated and controlled by the states, the NLETS is the only national system, which provides state and local law enforcement agencies with the capability to exchange free-form criminal justice, and criminal justice - related information via an interstate network.

**National Crime Information Center (NCIC)**

The National Crime Information Center (NCIC) is a nationwide computerized information system established as a service to all criminal justice agencies. The NCIC serves criminal justice agencies in 50 states, the District of Columbia, the Commonwealth of Puerto, the US Virgin Islands and Canada. Using computer equipment located at the FBI in Clarksburg, West Virginia, the NCIC system stores a vast amount of data concerning both persons and property, which can be retrieved and furnished through the TIES to any authorized agency in Tennessee.

**Message Construction****The message switch**

The TIES uses a computerized message switch to handle traffic for the network. The switch communicates with all user agencies through data lines reaching across the state. One of the functions of the switch is to examine each transmission for validity, since an invalid message cannot be processed by the TIES. Depending on the result of that examination, called editing, the message will either be accepted or rejected. Each message sent by a user is made up of two parts: the header and the body.

**The message header**

The header is made up of four different data elements, called fields, with each field serving a specific purpose. Three of the four fields are required for any message to be accepted. Fields must be separated by a period (called a field delimiter), which allows the message switch to determine when one field ends and another begins.

**Message Key (MKE) field**

The first required field in a header is the Message Key (MKE) field, which tells the TIES switch exactly what kind of message transaction the user wants to send. The MKE may be 2-4 characters in length (e.g., RVO1, EW, etc.). A limited number of message keys, called split-keys, transmit two messages in one transaction. These split-keys check the appropriate NCIC file(s) and the specified TIES or NLETS file. Two responses will be received.

**The Sending ORI (SORI) field**

The second required field is the Sending ORI (SORI) field, which is always nine characters in length, and identifies the agency sending the message.

#### **The Destination ORI (DORI) field**

The third required field is the Destination ORI (DORI) field, which may be 2-9 characters in length. This includes any 9-character ORI, in-state group code, 2-character state or region code, or all points (AP) code. On many types of messages, multiple codes/ORI's may be entered into the DORI field, provided they are separated by commas. This allows a user to transmit to multiple agencies with a single message.

#### **The Optional Control field**

The fourth field (the one which is not required) is called the Optional Control field. It is sometimes used by local computer systems to identify a particular terminal within the local system. Since this field is not needed by terminals directly interfaced with TIES, users may use it to flag a message. An example of a flag could be insertion of the name of the officer making the request, or a phone number for the person to call, etc. The optional control field must begin with an asterisk and is followed by up to 10 characters. NLETS recommends use of only alphabetic and numeric characters.

#### **The message body**

The second part of a message, the body, may be either formatted or non-formatted. If formatted, the body is made up of certain required data. Again, these items of data are called fields and must be separated by periods, if more than one field is required. In such formatted messages, the use of fields will allow a transaction to be read, edited and processed entirely by computer. This eliminates the need for human intervention, which makes processing faster and more accurate.

The TIES provides a computerized information network, which was created for and dedicated to the criminal justice community. Its sole purpose is to provide for the accurate and timely exchange of interstate, intrastate, and interagency criminal justice-related information. The TIES computer system, located at the Tennessee Bureau of Investigation in Nashville, and is an integral part of the Tennessee Crime Information Center (TCIC). The system provides the capability to receive, store, and forward message traffic between all its user agencies.

The system is currently serving over three hundred users agencies statewide. The intent and purpose of the TIES, however, is to offer service to all law enforcement agencies in Tennessee. The TIES is operational 24 hours per day, 7 days a week, and TIES Operations personnel are available twenty-four hours a day to assist law enforcement personnel (1-800-824-1004). With few exceptions, agencies are required to monitor their equipment on the same schedule. Technical assistance is provided for user-agencies by the TCIC staff on an as-needed basis. Training and certification is required for all terminal operators, with that program being administered by the TBI's Law Enforcement Support Unit staff.

#### **Non-formatted body**

A message containing a non-formatted body is a "say what you want" message. This type message must be processed manually at the destination, since a computer has no orderly instructions or fields to follow. After the body of a free-form message has been typed, the user should then type a sign-off line (or authority line). This identifies the SORI, allowing the agency/person receiving the message to fully identify the sender. At a minimum, the authority line should contain the full name of the sending agency and the name of the operator.

Another use of the term format is when agencies use software that provides "formats" (fill-in-the blanks) for computerized transactions. While these formats are invaluable in day-to-day TIES operation, it is important that operators be aware of the previously noted message parts since **there will be times when there is no format available (e.g., a new transaction or file is added to the TIES, or an existing format does not work properly).** In those instances, a "free-hand" transaction must be used. A basic understanding of message parts will expedite an operator making the transition from formats to free-hand transactions.

#### **Multiple-Destination Messages**



When sending telecommunications in-state (via TIES) or out-of-state (via NLETS), up to five destinations may be included in the message. A comma (;) must be used between destination. ORI's, and a period (.) after the last ORI. Nine-character ORI's may be mixed with two-character state codes and two-character regional codes when addressing multiple destination messages.

Examples:

AM..TNFBIKXOO,TNFBIMEOO,TNDEA0200,TN019015C,NC.  
(Body of Message)  
AUTH/ OPER/ TIME

The above message would go to the FBI in Knoxville, the FBI in Memphis, the DEA in Nashville, the main prison in Nashville, and North Carolina.

### Optional Control Field

The optional control field follows the destination ORI (DORI) field of every message. It is provided to convey special routing or identification data that some sending agencies must have returned in order to match a response to an earlier message.

In some instances, this field is employed automatically by a computer system to denote a specific terminal. More often, the optional control field is available for agencies to insert data at their discretion (e.g., name of operator, officer's name, etc.).

Automated inquiry responses will return any data originally keyed into the optional field. The optional control field may be keyed in manually when responding to non-automated inquiries.

Requirements of optional control field use:

1. The optional control field must begin with an asterisk (\*), and end with a period.)
2. There may be up to ten characters used after the asterisk. NLETS recommends usage of only alphabetic and numeric characters; however, the dash (-), ampersand (&), left parenthesis [()], right parenthesis [)], quotation marks ("), dollar sign (\$), slash (/), colon (:), semi-colon (;), plus sign (+), underscore), and comma (,) are allowed. (Do not count the asterisk or the period as part of the ten characters.)
3. Do not use periods within the optional control field. Use of a period will close out the field, and could cause a rejection of the message.
4. If a message is received with the optional control field utilized, use the data in the reply.

In the following example, an inquiry is to be made on an Alabama license plate using the optional control field to indicate who is requesting the information.

RQ..AL.\*Requestor.LIC/LicenseNumber.LIY/LicenseYear.LIT/LicenseType

The resulting response to the inquiry will display the information contained in the inquiry's optional control field (i.e., in this instance, the requestor's name) on the fourth line of the response.

## TENNESSEE VEHICLE REGISTRATION INQUIRIES

### Message Key: RQ01

Purpose: To inquire on Tennessee vehicle registration by license number (LIC)

Destination: OIR

Example: RQ01 LIC/LicenseNumber

### Notes:

1. Omit any dashes, spaces, etc., in license plate number.

2. Specialized license plates for various groups (e.g., Vietnam Veteran, Lions Club, universities, etc.) are issued by the Department of Safety. Multiple responses may be received when inquiring on these tags, for example, an inquiry on LIC/12 34 would likely result in more than one response.
3. Law enforcement agency personnel should be aware that the Department of Safety will reissue a personalized plate when the original is lost or stolen.
4. Registration information obtained via TIES/NLETS is limited to law enforcement, criminal justice and/or DMV purposes only. (See Rules of the Tennessee Crime Information Center, Chapter 13 95-1-1-.07). Violation of applicable rules may jeopardize an agency's access to the TIES network.
5. For license plate registration information not available on automated inquiry response, send an AM message requesting information needed to: TNLIC0000

Example:

AM..TNLIC0000.

(Body of Message requesting data needed)

AUTH/ OPER/ TIME

**Message Key: RQ02**

Purpose: To inquire on Tennessee vehicle registration by vehicle title number (VTI)

Destination:

Example: RQ02 . VTINehicleTitleNumber

Note:

- 1 Lienholder information, if any, is included only in response to an inquiry by vehicle title number (in-state only) or vehicle identification number.

**Message Key: RQ03**

Purpose: To inquire on Tennessee vehicle registration by vehicle identification number (VIN)

Destination:

Example: RQ03 . VINNehicleIdentificationNumber

Notes:

- 1 Lienholder information, if any, is included only in response to an inquiry by vehicle title number (in-state only) or vehicle identification number.
- 2 For VIN registration information not available on automated inquiry response, send an AM message requesting information needed to: TNVIN0000.

Example:

AM..TNVIN0000.

(Body of Message requesting data needed)

AUTH/ OPER/ TIME

**Message Key: RQ04**

Purpose: To inquire on Tennessee vehicle registration by name/address of registrant

Destination:

Example: RQ04 . NAM/Last/First/Middle/StreetNumber/StreetName/City

Notes:

1. The individual's last name is the only required field; however to limit the search, additional search criteria should be included. Inquiries can be made using only partial information. Use a slash for each field omitted. Slashes cannot be used after the last data field, as in the following example: RQ04 ...NAM/Last///StreetNumber/StreetName.
2. When using a box or route number as the address, enter information into the position normally occupied by the street name. Several attempts may be required to determine exactly how the data was keyed into the file.
3. Upon receipt of the license number, an additional inquiry will be needed to obtain complete vehicle registration information.

**Message Key: RQ05**

Purpose: To inquire on Tennessee vehicle registration by dealer tag number

Destination:

Example: RQ05 . DLT/DealerTagNumber

Note

- 1 The response will include only the dealer name, address, etc., No specific vehicle information is recorded.

**Message Key: RQ06**

Purpose: To inquire on Tennessee vehicle registration by disabled placard number

Destination: OIR

Example: RQ06 . PLC/PlacardNumber

Notes:

1. Both active and expired placard information is available.
2. Temporary placards (red) begin with the letter T, permanent placards (blue) begin with P, and duplicate numbers begin with X.
3. Include any preceding zeros in the placard number in order to retrieve the correct record.

**Message Key: RVOI**

Purpose: To inquire on Tennessee vehicle registration by license number (LIC) and check for stolen through NCIC

Destination: OIR/NCIC

Example: RV01 LIC/LicenseNumber

Notes:

1. This split-key will initiate two inquiries. Upon making the query, the operator will receive two acknowledgments and two separate responses.
2. For license plate registration information not available on automated inquiry response, send an AM Message requesting information needed to: TNLIC0000.

Example:

AWTNLICOOOO

(Body of Message requesting data needed)

AUTH/ OPER/ TIME

**Message Key: RV03**

Purpose: To inquire on Tennessee vehicle registration by vehicle identification number (VIN) and check for stolen through NCIC

Destination: OIR/NCIC

Example: RV03 . VIN/VehicleIdentificationNumber

Notes:

- 1 This split-key will initiate two inquiries. Upon making the query, the operator will receive two acknowledgments and two separate responses.
2. For VIN registration information not available on automated inquiry response, send an AM message requesting information needed to: TNVIN0000.
3. Registration information obtained via TIES/NLETS is limited to law enforcement, criminal justice and/or DMV purposes only. (See Rules of the Tennessee Crime Information Center, Chapter 1359-1-1-.07). Violation of applicable rules may jeopardize an agency's access to the TIES network.

Example:

AM\_1011140000.

(Body of Message requesting data needed)

AUTH/ OPER/ TIME

**19 TRICOR**

Current interface: No  
Proposed interface: Yes  
Type of interface: Batch Data Transfer

**TRUST Interface with****Agency:** TRICOR**System:** 3M Production Data Management System**Purpose of the interface**

To maintain control of production orders through TRICOR and to record shipments (in transit) of plate and secured inventory items into "stockpile" and county clerk office inventory. Must provide ability to electronically send plate production specifications to TRICOR and to receive plate production information from TRICOR (total counts only for personalized plates, and plate range production counts for non-personalized plates). Ability for TRUST to electronically send shipping instructions for stockpiled plates must also be included.

**Platform****Hardware:** Personal Computer**Software :** 3M Production Data Management System**Database:** Microsoft ACCESS**Operating System: :** Microsoft WINDOWS 2000 (NT)**Data or elements required****Keys:** Ordering Location, Order Date, Inventory Item**Data Provided:** Ordering Location, Order Date and Inventory Item, Quantity for orders. Location, Receipt Date, Inventory Item, Unit Cost, Shipping Cost, Quantity Received and Extended Cost for shipments.**Process for sending/receiving data**

Creation and transmission of a batch file to record production orders and shipments from PDMS into TRUST on a daily basis.

## 20 Vehicle Identification Numbering Analysis

Current interface: Yes  
Proposed interface: Yes  
Type of interface: Real Time

**TRUST Interface with**

Third Party VIN Package to be determined

**Purpose of the interface**

To properly configure the vehicle identification number for processing within TRUST

**Platform**

**Hardware:** AMDAHL  
**Software:** Assembler  
**Database:** IMS  
**Operating System:** MVS

**Data or elements required**

**Inquiry Lookup Keys:** Identification Number  
**Data Provided: Vehicle:** Year, Make, Model

**Process for sending/receiving data**

Assembler module linked to TRUST program is called and performs the VIN edit

**21 Tennessee Department of Health Death Data System**  
(also known as the Tennessee Department of Health Vital Statistics System)

Current interface: No  
Proposed interface: Yes  
Type of interface: Batch Data Transfer (3480 Cartridge)

**TRUST Interface with**

**Agency:** Tennessee Department of Health, Bureau of Policy Planning and Assessment.  
**System:** Tennessee Department of Health Death Data System.  
**Known Constraints:** An affidavit stating the purpose of access to the data and organizational compliance to Tennessee Code Annotated [Volume 12A 1996 Replacement, Updated through the 1996 General Assembly] must be signed and returned to Department of Health by the receiving organization's director, prior to use of the data.

**Purpose of the interface**

To allow the titling and registration division, and county clerks to determine and validate information relating to title applicants, titleholders, or motor vehicle registrants who are deceased. It is also intended to support the compliance with Tennessee Motor Vehicles Laws Annotated related to motor vehicle owners and registrants who are granted specific privileges due to death of a spouse or inheritance. This interface is related to the enforcement of disabled placard recovery, and verification of eligibility for specific plate class types (e.g., a surviving spouse who chooses to renew a Prisoner of War plate after the death of a spouse.)

**Platform**

**Hardware:** Amdahl GS (Global Server) 2072C, 3480 Cartridge  
**Software:** NA  
**Database:** NA  
**Operating System:** MVS

**Data or elements required**

**Inquiry Lookup Keys:** Social Security Number  
**Data Provided:** Date of death the holder of the given social security number. (See Contract Attachment F-21A)  
**Update:** If match, Data provided is updated to the T&R database.

**Process for sending/receiving data**

**Provision of Data:**  
All data will be supplied in a fixed format text file. Depending on the number of records, data will be supplied on 3480 cartridges. The data file will contain all records accessible for a given year and all variables EXCEPT those protected by statute (unless access to confidential data has been approved). Requesters will be provided with documentation (code sheets and file layouts see attachment) to correctly interpret the data. Requesters will be required to customize the data set as needed to meet their needs.

## Attachment F-21A

<b>TABLE OF CONTENTS 2000 DEATH DATA SYSTEM</b>					
<b>Item #</b>	<b>Field Name</b>	<b>Input Position</b>	<b>Output Position</b>	<b>NCHS Position</b>	<b>Page #</b>
-	Certificate Number	1-5	1-5	5-10	1
<b>Decedent's Name</b>					
1	Surname	6-19	6-19	11-30	3
	Given Name	20-30	20-30	31-45	5
	Middle Initial	31	31	46	7
	Generational Identifier	76-178	176-178	NA	57
<b>Date of Death</b>					
3	(mmdd)	32-35	32-35	49-52	8
	Filler	NA	NA	53-54	
	(century)	134-135	134-135	135-136	41
	(year)	36-37	36-37	137-138	
<b>Age at Death</b>					
5	Years	3 8-40	NA	NA	10
-	Age at Death: (generated) (from input pos. Unit 38-40 and 37-238)				
	Age Unit	NA	38	64	11
	Number of Units	NA	39-40	65-66	11
<b>Date of Birth</b>					
6	(mmdd)	41-44	41-44	67-70	4
	Filler	NA	NA	71-73	
	(century)	323-324	323-324	139-140	92
	(year)	45-46	45-46	141-142	
15	Race	47	47	95	16
2	Sex	48	48	48	18
<b>Race and Sex (generated)</b>					
	(White and Non-White)	NA	49	NA	19
	State of Death	50-5	50-5	77-78	21

## 22 Key Merchant Services

Current interface: No  
Proposed interface: Yes  
Type of interface: Real Time

**TRUST Interface with**

Third party vendor to allow the use of credit cards.

**Purpose of the interface**

To provide on-demand access to perform financial transactions for customers to use a Credit Card to pay for products and services rendered through TRUST. This transaction processing service must be secure and available during all TRUST business hours.

**Platform**

**Hardware:** N/A  
**Software:** N/A  
**Database:** N/A  
**Operating System:** N/A

**Data or elements required**

**Inquiry Lookup Keys:** Credit Card Number and amount  
**Data Provided:** Authorization number, accept or reject code

**Process for sending/receiving data****Provision of Data:**

TRUST must allow a Point of Service work station to process credit card payments. When a credit card is used to pay for services, TRUST must be notified that the credit request was accepted or rejected. .



**Attachment G: Reports and Inquiries**

TRUST must provide the capability to print the following reports. Also see Contract Attachment K: General Systems Requirements, "Output Data, Reporting, and Printing Requirements" for additional information.

**TDOSAE = Tennessee Department of Safety Authorized Entity**

#	Report Name	Report Description
1	Disabled Renewals	This is a report listing Disabled Customer Number, Customer Name, old and new Street Number, Street Name, State, Zip Code and County Number. The report is run monthly.
2	Personalized License Plates to be Manufactured	This report lists Plate Class, Plate Class Description, Personalized Plate Lettering, and Quantity by County.
3	Renewal Update Error Detail List	This report lists Document Number, Title, Vehicle Identification Number, Vehicle Plate, Class and Issue Year, Owner Name, Address, City, State, Zip, Error Message and Cleared by County Region, Cycle Number, Batch Number and Batch Date. The report is run daily.
4	Renewal Batch Transaction List	This report lists Sequence Number, IND (Error Indicator), Title Number, Plate Number, Vehicle Class, Issue Year and Month and Fees by County Region, Cycle Number, Batch Number and Batch Date. This report is run daily.
5	Daily Run Schedule: PC Report:	This report lists County Number, County Name, Invoice Number, Floppy Renewals, XCOM Renewals, by Team and Date. This report is run weekly.
6	CAT Diskette Jobs	These weekly updates list record counts by county for update files sent to Davidson, Hamilton, Shelby and the counties: Processing (Tapes) Shelby Renewal Tape Processing Davidson City Title Tape Processing Hamilton City Title Tape Processing
7	Miscellaneous Receipts Receipt Code Summary – Site 1 Cash Drawer	This report lists Receipt Code, Receipt Book, Receipt Number, Code Amount, Title Amount, Processing Amount, Other Amount, Received Of, and Received For by Site, Cash Drawer, Receipt Code, Receipt Date and Control Code. This report is run daily.
8	Department County Miscellaneous Receipts	This report lists Receipt Book, Receipt Number, Receipt Amount, Cash, Check, Check Number, Credit Card, Change, Received Of, Received For by Receipt Date, Cash Drawer Number and Receipt Book. This report is run daily.
9	Cash Drawer Report	This report lists Plate/Misc. Receipts Number, Name, Tax, Class, Total Due, Check Amount, Check Number, Cash Amount, Credit Card Amount, Certificate of Deposit Amount, Miscellaneous Receipts Amount, Ending Number and Book by Cash Drawer, Invoice Number and Date. This report is run daily.
10	Cash Drawer Controlled Stock Inventory	This report lists control numbers for all controlled stock items that have been assigned to a cash drawer and their status (i.e. available to be issued, issued, etc.). This report is run on demand but is mandatory when a cash drawer is closed.  Note: Used to balance remaining stock items at a cash drawer at the end of the day
11	Check Deposit Listing	This report lists County Name, Accounting J Code, Team, Check Number and Amount by Date, Team and County. This report is run daily.
12	Summary of Deposits	This report lists Total Dollar Amounts by Account Type (J-Z), total Cash, Check, Certificate of Deposit, Credit Card, Journal Voucher, Total Deposit and Grand Total by County or State and Date. This report is run daily.

#	Report Name	Report Description
13	Miscellaneous Receipts Daily Balance Report	This reports lists Receipt Number, Receipt Amount, Cash, Check Number, Credit Card Information, Change, Cash Drawer Number, Received Of, Received For by Department, County, Receipt Book, and Receipt Date. The report is run daily.
14	Summary of Deposits: PC report	This report lists Account Number, Total Collection Amount, Cash, Check, Credit Card Amount, Total Deposit Amount, Certificates of Deposit Amount, Grand Total Amount, Control Number and Date.
15	Daily Deposit Sheet: PC report	This report lists Account Number, Total Account Amount and Agency Number.
16	Statement of Amount Paid and Due	This report lists Invoice Number, J Number, J Date/CC Date and amounts for Titles, Registrations, Retirement, Dollar Adjustments for Titles, Dollar Adjustments for Registrations and Dollar Adjustments for County Retirement by Date, Team, County Number and County Name. This report is run daily.
17	Expendable Receipts: PC:	This report lists the Date Worked, Worked By, Response, Party Requesting Information, Name, Address, Record to be Searched, Type of Information Requested, Purpose of Request, Fee Paid, J-Number by Invoice Date. This report is run daily.
18	Personalized Plate Report	This report lists Vehicle Make, Plate Issue Year, Plate Class, Plate Number, Registrants Name, Registrants Address, Registrants City, State and Zip Code by Agency. This report is run daily.
19	Plate Creation Report	This report lists Class Code, Release Number, Plate Format, Beginning Plate Number, Ending Plate Number, and number of Plates Created by Class Code and Total Plates in Error. This report is run daily.
20	Daily Management Summary Report	This report lists transaction counts for New Titles, Corrections, Duplicates, Liens added and discharged, Registrations, Renewals, Stop Transactions, Leased, temporary operating permits, National Change of Address and address changes. The reporting period is for run date, month to date and fiscal year to date.
21	Application for a Certificate of Title & Registration Report	This report lists application for certificate of title and registration by county for specified time period. Note: Manual counties use form SF-0972.
22	Aging of Suspense Items, overall state average wait time items remain in suspense	For a time period to be user-specified at report run time, generate a report in reverse date order of quantity of suspense items and a list of the areas where the suspense items are located in order of the number of suspense items detained at each area. Areas may be either work areas or counties. Categorize and total the suspense items by suspense reason codes. Calculate and print the average number of days items are in suspense by area and by state of items from initial receipt of the item activity request to successful presentation, whether by mail or in person.
23	TDOSAE and T&R Average turn time for T&R activity	For a time period and for TDOSAE entities to be user-selected at report run time, generate a report of the average turn time a customer can expect for successful title and registration activity to occur. Compute and print an overall state turn time average in days from receipt to issuance for the total of all work items.
24	Aging report by (field name)  (See work activity appendix in data model)	For a time period to be user-specified at report run time, generate aging reports showing incomplete processing by either activity status, work activity type, operator #, or date activity initiated. List activity status, work activity type, operator #, TDOSAE Name/Work Location, dealers name/location, lien-holders name/code, and date activity initiated.

#	Report Name	Report Description
25	Work backlog	For a time period to be user-specified at report run time, generate a report of total work backlog by TDOSAE for all of T&R of total items in suspense by number of suspense items per reason type. Rank each county's T&R processing effectiveness by comparing the number of items in suspense to the percent of titles and registrations issued annually by the county.
26	Inventory used, requested, & correspondence Sent	For a time period to be user-specified at report run time, generate inventory forecast reports in total and by county for items in addition to plates, decals, placards, and titles. This list will include anticipated non-controlled stock to be requested and controlled stock items expected to be ordered and consumed.
27	Inadequate information for TN titles surrendered by other states	For a time period to be user-specified at report run time, generate a report by state and title number that were forwarded to TN, including those received through NMVTIS, but cannot be posted as surrendered due to inadequate information. List the information sent as well as the information the state of TN requires to complete the surrender process. Reasons for inadequate information include partial VIN, incorrect VIN, incomplete title number, illegible information, invalid plate data, and invalid title number.
28	Specialty plate manufacturing	Using selectable parameters determine desired class codes at run time for a report on regular specialty plates for a new issue year that are not personalized. List the plates in plate number order within class code and list name, address, county of residence. These specialty plates are such as Tennessee Tech or Wild Turkey and the plates assigned to registrants are all numbered. Personalized ones are not listed in this report. This report will assist in assigning new plates with the same number to the same individuals who hold the old plate with the identical number.
29	Plate ranges by class code	Using the plate format and format sequence(s) assigned to each class code, produce a report in class code order listing the automatic generation of the plate range.
30	Maximum number of available plates for each class code	By class code, print a report of potential initial plate orders showing the computed maximum number of plates that can be produced in the acceptable ranges (no I, O, Q, etc.) and the first plate number in each class code.
31	Initial plate order by class code with first plate number, last plate number, and first number for next set.	By selected class codes, provide a report that uses the information from report # 70 above indicating the potential number of possible plates that could be manufactured that accepts a request for an initial order for a specific quantity of plates, a starting plate number format sequence, and a specific starting plate number. The specific range of plates needed to be manufactured is computed by starting with the first number in the range, then disallows selected plate sequences, and continues to add plates until the number of plates to be made is equal to the number requested. The next number in the sequence will be printed. The inventory analyst will use that number as the beginning plate number the next time an order for plates for this class code is entered.
32	Subsequent order for plates with first plate number, last plate number, and first number for next set.	By selected class code, provide a report to the plate plant of a subsequent order after the initial order for a specific number of plates has been entered. The starting plate number for this subsequent run is listed in the immediately previous run for this class code and is also available from a table in the system. The number of plates desired to be manufactured is shown. The specific range of plates needed to be manufactured is computed by starting with the first number in the range, then disallows selected plate sequences, and continues to add plate numbers until the number of plates to be made is equal to the number requested. The starting number for the next run will be printed at the end of the report. This starting number should also be accessible from a table within the system.

#	Report Name	Report Description
33	Plate Specifications by class code	By class code, provide a report listing plate specifications required to manufacture the plates to include: plate specification description, numbering sequence of the plates, class code, issue year, artwork and unit cost of plate.
34	Plate manufacturing forecast	For all class codes, use plate usage forecasts to estimate total plate manufacturing costs for the fiscal year. List should include quantity and costs for each class code.
35	Forecasted plate usage by county by class code	In county order, produce a plate forecast of expected usage by class codes based on historical data on plate issuance in each county.
36	Order Activity	For a time period to be user-specified at report run time, produce a report of forecasted and actual 'Order Activity' by class code within county showing quantity ordered, Unit Cost, Subtotal cost, shipping costs (only for plates shipped from TRICOR), and total cost by class code.
37	Plate orders	Using selectable parameters determined at run time user may select county, class code and issue year for a report to be used for ordering plates based on any or all of the following 5 methods: 1. Plate forecast, 2. Specific format sequences, 3. A specific quantity, 4. Pre-determined blanket orders, or, 5. Release of registration plates.
38	New metal plate issuance alert report	12-18 months prior to new plate issuance an inventory forecasting report will be produced alerting inventory supervisors and managers of new plate issuance preparations. The report will contain the class codes to be produced, the counties by name that will receive each class code and how many of each type, the range of plate sequences, the total quantity of plates projected in each class code, the grand total of plates projected to be produced, a forecast of quarterly production, and a forecast by class code of each county's projected needs.
39	Quarterly manufacturing report	Prior to the start of each quarter a forecast of plates by class code to be manufactured will be printed. An iterative cycle will occur to adjust the forecast to latest information and current usage projections.
40	Plate inventory adjustment report	An inventory adjustment report will allow for changes to inventory plate totals by class code and by county to reflect missing plates, discrepancies, plates damaged in production or shipping, and errors in plate production. Plate cost information is required to determine the extent of any losses.
41	Damaged/ obsolete report	For a specified time period a report is required listing the individual plates that were damaged or are obsolete.
42	Allocation report by fund	For a time period to be user-specified at report run time, a report is required to allocate moneys to appropriate funds based on individual transaction activity. Also, the report must summarize the individual transaction amounts collected by all counties. The report should include as well the funds by class code, the county/city (wheel tax) fees, Title/Registration Issuance fee, Fee Breakdown based on % and/or dollar amounts per State Law, and the sales tax collected on casual and isolated vehicle sales.
43	Daily Remittance Report (RS-5)	Produce daily a remittance report for all TDOSAE. The amounts therein should be totaled for each county and then totaled by state. The list of items to be counted are Quantity, State Fee, Remittances, Receipts, Total Fees, Amount Due and Over/Short for Registrations, Dealer License Plates, Renewals/Registration Only, Drive Out Plates, Temporary Operation Permits, Disabled Placards, Total Registration Fees Due, Regular Titles, County Issued Titles, Titles Only, Noting of Lien, Replacement Titles, Specials (walk-in applications that need to be expedited), No Fee Titles, No

#	Report Name	Report Description
		<p>Fee Titles (County Issued) and Total Title Fees Due. County Retirement Fund, Total Remittance Due, Type of Remittance, Cash, Check, Check Number, Certificate of Deposit, CD Number, Credit Card, Credit Card Authorization Number, Registration Only (quantity) and County Approved Titles (quantity), Audited By and Audit Date by County Number, County Name, Invoice Number and Date. This report is run daily.</p> <p>This report also will provide totals by General Ledger Accounts such as J, Z, etc.</p> <p>Note: Manual counties, that can't produce an automated report, use form SF-0974</p>
44	Summarized Daily Remittance Report	The system shall provide a detailed Daily Remittance Report for each county. All counties will be added together to form a summarized total.
45	Funds due from TDOSAEs	<p>This report will show the state funds due to the state from each TDOSAE by predefined due dates.</p> <p>Note: This will provide the schedule for Debit ACH</p>
46	Fund allocations	<p>For a time period to be user-specified at report run time by county, provide a fund allocation report based on daily remittances.</p> <p>Note: This will provide the schedule for fund allocation</p>
47	Total fund accumulations and allocations from plates	For a time period to be user-specified at report run time, provide a fund report totaling registrations and accumulations across all TDOSAEs. The fund allocations shall be computed based on the total registrations and fund accumulations using the percenplatee or dollar breakdowns within the class code fund allocation tables to show how the dollars will be allotted.
48	Automated overdue funds Report	This report lists TDOSAEs that are overdue in remittances to the state and will list amount owed and amount owed with 5% penalty applied.
49	Daily T&R Activity	<p>For all counties a daily T&amp;R activity report will list applicant's Name, Vehicle Make, Vehicle Identification Number, Plate Number, Decal Number, Registration Fee, Title Fee, License Number Replaced and State Sales Tax by County, Date and Invoice Number. The report will consist of totals for titles and registrations produced and fees collected, expendables provided and fees collected, and all additional T&amp;R activity that had a monetary component. The report is run daily.</p> <p>According to TCA 55-6-105 totals must be broken down by:</p> <ol style="list-style-type: none"> <li>1. Registration Only</li> <li>2. Titles not issued by TDOSAE</li> <li>3. Dealer Plates, temporary operating permits (TOP's), Disabled Placards, and,</li> <li>4. Titles issued by TDOSAE.</li> </ol>
50	Daily Remittance report (RS-5)	A report in county order of all funds collected for the day. The list will consist of Account #, # of receipts, Remittance by invoice # and date, and totals of the J and Z accounts.
51	Daily audit report	For a time period to be user-specified at report run time, a report that will aid in reconciling all county T&R activity. This report will be used to reconcile activity from the system by county versus what the county has reported to the division. (this report was developed for the purpose of reconciling with counties possibly not on TRUST).

**The vendor must provide assistance to TDOS in developing the following proposed ad-hoc reports:**

#	Name	Ad-hoc Report Description
1	Receipt Code Listing: MRCODE	This report lists Primary Code, Sub Code, Description, Title Amount, Title Type, Title General Ledger Account, Processing Type, Processing General Ledger Account, Other Amount, Other Type and Other General Ledger Account by Primary Code. This report is run on request.
2	Fleet Registration Card: Screen Print	This report lists Card Expires Date, Card Issue Year, VIN, Make, Model, Year, Vehicle Number, Title Number, Plate Number, Decal Number, Class, Plate Issue Year, Owner Name, City, State, Zip Plus4 and Insurance Name, Street, City, State, Zip and Certification Number. This report is run as needed.
3	Class Code/Fee Schedule	This report lists the fees to be charged for vehicle registration activities along with some plate information. The report lists Issue Year, Class Code, Sequence Number, Plate Format, Plate Description, Plate Range, and the State Fee to be charged.
4	Record Counts and record extracts	These reports list counts of records sent to requesters by Transaction Type. Currently R.L.Polk, Experian, Cross Sell, Direct Mail, Warranty and List Management receive this data. The extracts of the individual data records are produced on request. (YDITRRLP: DG03BEXP: YDITRPLC: RDITRPEG)
5	Sales and Use Tax Report: PC Report	This report lists County Number, Mailing Address, Beginning and Ending Report Date, Beginning and Ending Invoice Number, Gross State Tax Collected, Gross Local Tax Collected, County Clerk Commission, Net State Tax, Net Local Tax, Total Remittance, Account Number, Month and Prepared By County, and Date Range. This report is run on request.
6	Case Sheet Report: PC Report	This report lists Case Number, Assigned By, Owner of Record, Phone, Street, City, State, zip, Make Model, Year, VIN, Title, Action Needed and Field Investigation Reported fields VIN, CVIN, Engine, Trans, Other ID, Color, Stolen, Originating Officer, Originating Agency, Inspection Location and Inspection Details by Date, Case Number and Investigator. This report is run as needed.
7	County Summary Report By Clerk Date	This report lists Invoice Number, J Number, CC Date and dollar amounts for Titles, Registration, Retirement, Dollar Adjustments to Titles, Dollar Adjustments to Registration, Dollar Adjustments to Retirement by Date, Team and County. This report runs monthly.
8	Motor Vehicle Registration Statistics	This report lists Class Name, Class Code and counts for Registrations by Class Name, Class Code, County Name and County Code. The report is run monthly.
9	Monthly County Renewal Expiration Date Report	This report lists counts for Renewal Expirations by County, by Expiration Date. The report runs monthly and lists expiration dates for approximately 2 years of past, current and upcoming expirations.
10	Renewal Production Schedule	This report lists Number of multi-part and laser print renewals at print time.
11	Refund Transaction Report	This report lists Voucher-Number, Name of Claimant, Amount of Refund and Account Summary by Date Range. This report is run on request.
12	Refund Transaction Entry	This report lists Date, Claim Date, Refund Number, Status (Denied, Paid, Suspense, Void), Name, Address, County, City, State, Zip, Amount Paid, Refund Amount, Account Number, Letter Type, Letter Date, Account Type (1-5) and Amount (1-5), Date Sent To Director, Date Sent To Commissioner, Date Received From Commissioner, Date Sent To Attorney General, Clerk Initials and comments. This report is run on request.



#	Name	Ad-hoc Report Description
13	Adjustment Memorandum: PC Report	This report lists County Number, County Name, Date, Credit/Debit for Title, Registration, County Retirement, Invoice Number, Date, Total Amount, Explanation and Auditor. This report is run as needed.
14	Price List	List of prices for all T&R services
15	VIN Exceptions	For a time period to be user-specified at report run time, provide a report on all VIN exceptions as per TDOS defined business rules. List VIN and exception remarks.
16	Variance in Sales Price versus Book Values	For a time period to be user-specified at report run time, a report of unacceptable variances between customer's stated 'casual sales' price and the vehicle book value as reflected in the monthly Southeast version of the NADA Book or Cars of Particular Interest (CPI), based on year and condition of vehicle. List the Customer Unique Identifier (U/I), customer name and address, VIN, sales price reported, and NADA or CPI book sales price, and difference.
17	TDOSAE by class code of plates, fees collected, remitted, and retained - Totals of Titles and Registrations issued	For a time period and for selection of possible TN Department of Safety Approved Entities as well as the state all to be user-specified at report run time, generate a report by TDOSAE by class code showing quantity of plates issued and fees collected, fees remitted to the state, and fees retained by the counties. Show grand totals by county and by state for number of titles issued and voided, # of valid titles printed on site, # of valid titles printed at state, total number of registrations issued, total fees received for titles, total fees received for registrations, total fees remitted to the state, and total fees retained by the county.
18	Title Only	For a time period to be user-specified at report run time, generate a report of the number of 'titles only' issued by the TDOSAE.
19	Incoming TDOS Activity report	Using selectable parameters to denote 1 or more TDOSAEs of interest or the entire state for a specified time period all to be determined at run time, provide a list of the selected TDOSAEs and a list of the number of incoming TDOS activities received by activity type (see definitions of activity type in report immediately below), but not yet processed to completion.
20	'Operator' or 'Activity Status' report on incomplete items	For a time period to be user-specified at report run time, generate an 'operator' or 'activity status' report containing the following data elements: Initial application date, Fee amounts paid, last operator #, permit #, originating operator #, plate #, tracking #, VIN, reasons for suspense.
21	Completed business functions by TDOSAE by type from ___ to ___ for all of T&R	For a time period to be user-specified at report run time, generate a report on the total completed business functions by TDOSAE by type. List will include duplicates, liens, and registration by class code, salvage, titles, and watercraft. Grand totals for all of T&R are also required.
22	Credit/debit card activity	For a time period and for TDOSAEs all to be user-specified at report run time, generate a report of individual credit/debit card activities and totals to include refunds
23	Web activity	For a time period to be user-specified at report run time, generate a report of TRUST activity performed by external customers via the Internet
24	Work In Progress by Operator #	For a time period and for specific individuals or groups all to be user-specified at report run time, generate a report of the number of different types of WIP items for operator(s) (using RACF # or something similar) or for selected groups of operators.

#	Name	Ad-hoc Report Description
25	WIP & Suspense by work area.	For a time period and for work areas both to be user-specified at report run time, generate WIP and suspense reports for the selected work areas, such as Anti-Theft (AT). In this AT example, the report will track and provide visibility to suspense items including case numbers assigned but not completed, VIN numbers for these case numbers, correspondence requesting more data from customers that had been sent and not yet acted upon by the customer, and customer responses that were inadequate (i.e. pictures that were unsatisfactory). If other work areas are selected report will list number of suspense items, associated VINs, reason codes, and dates of oldest suspense items.
26	Title report by (specific T&R Team)	For a time period to be user-specified at report run time, generate a title report that will include customer name, customer ID, and title #. This report is intended to be used to track activity by fleets, dealers, and specific personnel by use of their RACF #, etc.
27	Dealer report	User will specify the time period and select the dealer or dealers to appear in the report and determine the sort sequence at run time. For the dealers selected the resulting report will show vehicles sold by Motor Vehicle Commission (MVC) dealer #. Fields to be included in the report are owner name/address, date of purchase, year, make, model, class code, plate #, and VIN.
28	Unclaimed/ Abandoned Vehicles	For a time period to be user-specified at report run time, generate an unclaimed/abandoned vehicle report by date using the number TDOS assigned to such entities (Towing Companies, Police, etc) to identify the entity holding the vehicle. List should include VIN, location, date of recovery, plate, make, year, and registered owner name/address
29	Key fields retrieval (list of up to 29 fields)	<p>User specified fields selected at run time will allow the retrieval of individual or multiple records. 1 or more key field searches or inquiries will be performed at run time using the following criteria:</p> <ul style="list-style-type: none"> <li>• A key field is used alone</li> <li>• A key field is used in combination with other key fields using AND/OR.</li> <li>• A key field may include the use of "partial" and "wildcard" data on any of the key fields below: <ol style="list-style-type: none"> <li>1. Abandoned Vehicle flag</li> <li>2. Anti-Theft number (AT # - ATYY – for the year 2000 it is AT00)</li> <li>3. Body type</li> <li>4. Color</li> <li>5. County sticker number</li> <li>6. Customer ID (Unique/Identifier)</li> <li>7. Decal number</li> <li>8. Dealer #</li> <li>9. Disabled Person Placard #</li> <li>10. Make</li> <li>11. Name(s) of Owner(s)/Registrant(s)</li> <li>12. Address(es) of Owner(s)/Registrant(s)</li> <li>13. NCIC number (NMVTIS)</li> <li>14. Registration Only # (RO) – upon manual review and subsequent decision to proceed, system will automatically assign the next RO # in sequence for any of the following situations: <ol style="list-style-type: none"> <li>a) Late renewal</li> <li>b) Change in class code</li> <li>c) Lost plate/decal</li> <li>d) Reassignment to non-current registered vehicle</li> <li>e) Exception Registration Renewal</li> </ol> </li> </ol> </li> </ul>



#	Name	Ad-hoc Report Description
		f) To provide increased general tracking visibility g) To provide increased money tracking visibility 15. Suspense Date 16. Plate # 17. Class Code 18. Issue Year 19. Title # 20. Tracking # 21. VIN 22. Wheel tax 23. Year 24. County 25. County of Registration 26. County of Residence 27. City 28. Activity Date 29. Type of activity
30	Received, Issued, and Un-issued plates and decals by TDOSAE, class code	For a time period to be user-specified at report run time, generate a report by TDOSAE and class code of the number of plates and decals received (only for counties not printing decals on demand), the number of plates and decals issued, the number of un-issued plates available, the number of un-issued decals available (only for counties not printing decals on demand), their ranges, and counts for lost, damaged, and stolen plates.
31	Issued plates and decals by county, class code, registration type	For a time period to be user-specified at report run time, generate a report by county and class code of the number of plates and decals issued by class code and by registration category (i.e. commercial, freight, cultural, personalized, specialty earmarked, etc.).
32	Plates received, issued, and remaining by county, by class code	For a time period to be user-specified at report run time, produce a report, in county sequence by class code of plates the county received. List the number issued and remaining for issue.
33	Non-county plate shipping information	For specified TDOSAEs, in addition to county clerk, produce shipping data reports of plates shipped to IRP, Department of Transportation, Motor Vehicle Management – General Services, Main Office (County), and Fleet.
34	Personalized Plate Remake	This report will contain Plate number, Issue Year, Class Code, County, Registrant's Name, Street Address, City, State, Zip, Reason for Remake, and Approved By Name. This report may be presented several different ways based on the user modifying several parameters on-line at time of execution. The parameters are: 1. Start date and stop date for data on report, 2. Selection of report sort sequence A. Class Code within Issue Year, or, B. Day within month, or, C. County
35	County Plate shipping report by class code	Upon user control, a shipping report will be printed by county by class code showing quantity shipped, date shipped, plate number selection, format sequence, and issue year.
36	Drive out plate report by dealer(s)	Using selectable parameters determined at run time user may, for any requested point in time within 15 months back from the date the report is requested, ask the system to produce a report of activity by dealer for one or several dealers covering number of drive out plates (DOT) sold and fees collected from plates.
37	Inventory list of Missing plate numbers	For a time period to be user-specified at report run time, a report of plates missing from inventory at a county is required. It will contain plate number, class code, date reported missing, and county information.

#	Name	Ad-hoc Report Description
38	Renewal report	For a time period and sort sequence selection to be user-specified at report run time, provide either of two reports on number of renewals: <ol style="list-style-type: none"> <li>Sort the data by county, class code, issue year with a statewide total of all registration renewals performed during the time period referenced.</li> <li>Sort the data by county, issue year, class code, with a statewide total of all registration renewals performed during the time period referenced.</li> </ol>
39	Invoice Summary Report	For a time period to be user-specified at report run time, provide an invoice summary report for all TDOSAE listing the title and registration transactions conducted for that period.
40	Refund Activity Report	This report will list by each TDOSAE that had claims for refunds, or had already made refunds to customers, the following individual customer refund data: amount, date of claim activity, date of receipt by T&R, name of recipient making the claim, reason code for the refund, and reason the refund was requested.
41	Lists and totals of correspondence sent on refunds	For a time period to be user-specified at report run time, a report by county of number of customers receiving refunds and the types and quantity of correspondence sent out to support this activity.
42	Cashier/Fiscal report	For a time period to be user-specified at report run time, list the total amount of refunds paid along with the total number of customers who received refunds.
43	Check and cash reports	For a time period to be user-specified at report run time and a selection of whether to produce a check report, a cash report, a credit card report, or all reports. By county and in total, provide for: <ol style="list-style-type: none"> <li>a list of check numbers, check amounts, and the associated tracking number needed to determine all T&amp;R requested activity paid for by check from a customer, or,</li> <li>a list of cash received and the associated tracking number needed to determine all T&amp;R requested activity paid for by cash from a customer, or,</li> <li>a list of credit card amounts, credit card authorization number and the associated tracking number needed to determine all T&amp;R requested activity paid for by credit card from a customer, or,</li> <li>all</li> </ol>
44	Expendables	For a time period to be user-specified at report run time, by county and in total, provide a list of expendables furnished and funds received. List must contain VIN #, owner's name, license plate #, J # on check where money was paid, Unique Identifier of person making request, expendables furnished, and, if a refund was due, has it been processed internally.
45	Inadequate funds received	For a time period to be user-specified at report run time, provide, by county, a report that will list inadequate funds received in the mail, whether by cash or by check. The report should contain Customer name, Customer Unique Identifier (U/I), type of processing requested, Amount sent, Amount actually due, VIN, Plate #, Tracking number, type of funds received, and date logged.
46	Wheel Taxes	For a time period to be user-specified at report run time, provide, by appropriate counties, a report that will show wheel taxes collected by type of wheel tax for that county.
47	Voided titles	For a time period to be user-specified at report run time, provide, by county, a report that will list by title number all voided titles.

#	Name	Ad-hoc Report Description
48	Titles issued	For a time period to be user-specified at report run time, provide, by county, a report that will show by title number all valid titles issued.
49	Organ Donor	For a time period to be user-specified at report run time, provide, by county, a report that will list by name and Customer U/I all the organ donor contributions received in dollars.
50	Performance Analysis	For a time period to be user-specified at report run time, provide, by county, a report that will list by person or by activity descriptions and counts the following fields: Number of Title Applications initiated, Number of Titles issued, Number of Title Applications incomplete, Number of Registration renewals initiated, Number of Registration renewals incomplete, Organ Donor Contributions – dollar amount received, Shorplatees – Cash Drawer for a day’s activity – How many and how much, Overages – Cash Drawer for a day’s activity – How many and how much, and user ID.
51	Sales taxes by county for out-of-state and casual sales	For a time period to be user-specified at report run time, provide, by county and TDOSAE, a report that shows the total sales tax collections by date for all out-of-state sales and in-state casual sales. Also, show a total for all out-of-state sales taxes and in-state casual sales taxes collected for all counties and TDOSAE.
52	Activity tracking	For a time period to be user-specified at report run time, use the RACF # or something equivalent to track all activities by a person or persons to include inquiries made, reports viewed, and screens printed.
53	Placards by issue date, expiration date	For a time period to be user-specified at report run time, provide a query showing placards in date issued order or date expired order. In addition show placard #, placard type (temporary or permanent), name of placard holder, customer U/I, and customer address.
54	Placards issued by location	For a time period to be user-specified at report run time, list by location and in total the number of Temporary and Permanent placards issued, the number of Temporary and Permanent placards issued with no fee, the reason for no fee, the number of placards of each type voided, and a list of placards by range of numbers, displaying the range within location, the number of placards issued to an individual with more than 2 placards along with the names of such individuals and their placard numbers.
55	Issued/voided TOP report	For a specified time period by county and TDOSAE, provide total TOPs issued and voided with a grand total for all of T&R
56	Specific TOP for a U/I	Provide the number of TOPs issued for a specified time period for a specific Customer U/I.
57	TOP ranges	For a time period to be user-specified at report run time, provide a range of TOP numbers issued by location.
58	Dealer TOPs	For a time period to be user-specified at report run time, provide, in dealer name sequence, the number of TOPs purchased by dealer. Provide the dealer’s Motor Vehicle Commission # next to the name and address of each dealer.

<b>Inquiries</b>			
<b>#</b>	<b>Category</b>	<b>Name</b>	<b>Inquiry Description</b>
I-1	Reg.	Former and current plates for a specific VIN	For a specific VIN, generate a report showing all former and current registration plates associated with that VIN.
I-2	Reg.	All VIN's for a specific plate	For a particular registration plate, generate a report of all VINs that have had that plate. This will show the number of times the plate has been transferred among vehicles. This search is not intended to be used for personalized plates.
I-3	Inv.	Specific plate query	Upon request, produce information on a specific plate when plate number, class code, and issue year are furnished.
I-4	Title / Reg. Misc. Receipts	Customer/Entity query	Upon receipt of a specific query, provide a report of all vehicles owned or leased by a person or entity based on the customer's Unique Identifier (U/I). List should consist of VIN, Make, Model, and Year.
I-5	All	Externally requested customer information	Using selectable parameters determine customer(s) of interest at run time. Provide a tracking report that would track a specific query from an external site regarding information on one or more specific customers. List the application information, fees paid, customer U/I, and RACF # of person making request. This report is to provide visibility to the activities performed by entities outside of T&R.

**Attachment H: Forms and Decals****DECALS:**

TRUST must provide the capability to print the following Decals on demand:

<b>Number</b>	<b>Anti-Theft and Registration Decal Name</b>
1	Year Decal
2	Month Decal
3	County Privilege (wheel tax) Decal
4	City Privilege (wheel tax) Decal
5	Permanent Fleet Decal
6	TDS Sticker
7	Anti-Theft decals

See Contract Attachment K: General Systems Requirements, Output Data, Reporting, and Printing Requirements section for additional information.

**FORMS:**

The following apply to the listed Forms:

- Forms will be available in PDF format for download
- Blank Forms must be printed on demand
- Must provide capability to complete forms (on-line) and provide subsequent print of form with data
- Provide capability to complete forms from existing TRUST data and subsequent print.

See Contract Attachment K: General Systems Requirements, Output Data, Reporting, and Printing Requirements section for additional information.

**Legend**

**Column 1 – Form Number** – Number assigned by the Department of Safety T&R Division

**Column 2 – Form Description** – General description of form content.

**Column 3 – Notes** – See separate key at the end of the table.

<b>#</b>	<b>Form Number</b>	<b>Form Description</b>	<b>Notes</b>		
1	FA-0771	Tennessee Department of Revenue Deposit Slip	9		
2	FA-0772	State of Tennessee Deposit Slip	9		
3	RV-0134	Claim for Refund (Consider renaming as an SF form under T&R control)	9		
4	SF-0943	TDOS, Application for Noting of Lien on Certificate of Title, Trans 07	5		
5	SF-0945	TDOS, Odometer Disclosure Statement	4		
6	SF-0946	State of Tennessee, Certificate of Title Extension Form, Re-Assignment Supplement to a Certificate of Title	6	7	
7	SF-0948	Power Attorney for Odometer Disclosure of a Motor Vehicle	6	7	
8	SF-0952	Cash Receipts Form	1		
9	SF-0953	State of Tennessee, DOS, T&R Div, Application for Disabled Person License Plate and/or Placard	5		
10	SF-0954	TDOS, Affidavit of Ownership	3	4	8
11	SF-0955	TDOS, Affidavit of Inheritance	3	4	8
12	SF-0956	TDOS, Shipper's Memo Bill of Lading	2		

#	Form Number	Form Description	Notes		
13	SF-0957	TDOS, T&R Div, Requests for Verification of Ownership on Vehicles Found Abandoned, Immobile or Unattended	6		
14	SF-0958	TDOS, Affidavit as to Ownership and use for those Vehicles to be Issued Govt. Service Registration under the Provisions of Section 55-4-223 T.C.A.	3	4	5
15	SF-0961	TDOS, Notice of Discharge of Lien, Trans 08	3	5	
16	SF-0962	TDOS, Affidavit – General Purpose	1	3	4
17	SF-0963	TDOS, Application for Replacement Plate	5		
18	SF-0964	TDOS, Affidavit for Duplicate Certificate of Title, Trans 09	1	3	4
19	SF-0965	TDOS, Attachment to the Back of Reassignment Certificate	4		
20	SF-0966	TDOS, Affidavit of Seller in Cases of Bankruptcy, Insolvency, Attachment, Replevin or Other Judicial Sale	3	4	8
21	SF-0967	TDOS, Title & Registration Division Batch Control Document	1	2	
22	SF-0968	TDOS, Power of Attorney	7		
23	SF-0969	TDOS, Keying Mistakes Worksheet	1	2	
24	SF-0971	TDOS, T&R Div, Renewal Registration Transmittal Report * Lists Batch Number, Vehicle Class, Beginning and Ending Title Number, Total Renewals in Series, Number of Transactions in Batch and State Fees by County and Invoice Number. This report is required monthly. This form is used by the non-automated counties.  A Renewal Transmit Report, diskette or XCOM report is also acceptable from the counties with automated systems.	1		
25	SF-0973	TDOS, Vehicle Components	7		
26	SF-0975	State of Tennessee, Application for Duplicate License (Plate)	5		
27	SF-0979	TDOS, Application for TN Salvage Certificate or TN Non-Repairable Certificate, Transaction - Blank	5		
28	SF-0985	TDOS, Fourteen Day Limit, Temporary Plate	7		
29	SF-0987	Application for TN Personalized (Cultural) License Plate	5		
30	SF-0993	TDOS, Application for Certificate of Title and Registration * The title application must be printed. The fields are all those in SF-1239, plus, if appropriate and available, Color, Gross Vehicle Weight (GVW), Length, Width, Fuel Type, Number of Seats (if commercial vehicle), Current or New Plate (unless long term lease, and Motor Vehicle Commission (MVC) Dealer Number (if dealer involved)  The application must contain a field label for each of the items noted.	5		
31	SF-0996	TDOS, T&R Warehouse, Perpetual Inventory of Forms, Envelopes, Monthly Decals, and Miscellaneous Items	2		
32	SF-1011 SF-1013 SF-0951 SF-1164	TDOS, Certificate of Vehicle Registration Renewal Monthly Renewal Line Print Job SF-1011: Continuous Feed (XDITRI35) SF-1013: has blank space to allow no loss of forms SF-0951: is customized for Shelby County SF-1164: is laser printed by OIR (XDITRI36)	5 5 1 5		
33	SF-1014	State of Tennessee, DOS, Mailing Label for the T&R Warehouse	1		
34	SF-1021	TDOS, Forms-Envelope-License Plate Orders	1	2	
35	SF-1023	TDOS, T&R Div, Control and Log Sheet	1	2	
36	SF-1024	TDOS, Affidavit of Sales Under Special Conditions	3	4	8
37	SF-1030	TDOS, Batch Control Document	1	2	
38	SF-1031	TDOS, T&R Div, Adjustment Memorandum	1	2	
39	SF-1035	TDOS, T&R Div, Temporary Operation Permit * Laser printed Temporary Operation Permits (TOP) will contain a control # and an expiration date of the TOP.	6	7	8

#	Form Number	Form Description	Notes		
40	SF-1037	TDOS, 30 Day Farm Truck Permit	6	7	8
41	SF-1045	T&R Div, Perpetual Inventory for the Registration Year of 20____, Note: Red Entries Denote License Plates Ordered and Received for Stock	1		
42	SF-1066	TDOS, Application for Special Amateur Radio License Plates	5		
43	SF-1255	TDOS, T&R Div, Vehicle Information Request. This is a new form. Obsolete forms SF-1015, SF-1080, & SF-1081 were replaced by this new form .	7		
44	SF-1086	DOS, T&R Div, License Plate Exchanges for the Month of _____	2		
45	SF-1087	TDOS, T&R Div, Leased Vehicle, Owners Authorization to Lessee	5		
46	SF-1088	TDOS, T&R Div, Application for Dealer's Plates	5	6	
47	SF-1090	TDOS, T&R Div, Certification for Antique Registration	5		
48	SF-1092	TDOS, T&R Div, Affidavit of Missing or Damaged License Plates and Validation Decals	1	2	
49	SF-1094	TDOS, T&R Div, County Clerk License Plate Transfer Receipt	2		
50	SF-1095	TDOS, T&R Div, Surety Bond Request, To be an application for Surety bonds	5		
51	SF-1096	TDOS Inventory of License Plates/Decals/Permits – By County – By Date	2		
52	SF-1097	TDOS, T&R Div, Motor Vehicle Title Personal Surety, Surety Bond, To be an application for Surety bonds	5	8	
53	SF-1099	TDOS, Disabled Placard Renewal  *XDITRH07 is the Monthly Disabled Placard Multipart Form Print. (impact). The data fields for this impact form and the order in which they are printed are: Date of Birth, Placard Expires, 6-digit Customer Number, Previous Placard number, Renewal Fee owed, Social Security Number, County, Customer Telephone Number, (a complete customer mailing address consisting of Customer Name, Street Number, Street Name, City, State, 9-digit Zip Code).	1		
54	SF-1102	TDOS, Odometer Discrepancy Affidavit, Seller's/Purchaser's Statements of Facts	1	3	
55	SF-1130	TDOS Application for Motor Vehicle Identification Certification (Rebuilt)	5		
56	SF-1135	TDOS, Motor Vehicle Damage Affidavit	3	4	8
57	SF-1160	TDOS, Motor Vehicle Title Corporate Surety Bond (See SF-1097)	5	8	
58	SF-1178	State of Tennessee, DOS, T&R Div, Motor Vehicle Damage Affidavit	3	4	8
59	SF-1204	TDOS, T&R Div, Order Request for License Plates, Decals/Forms/Envelopes	1	2	
60	SF-1238	State of Tennessee, Salvage Certificate - Blue (New)  The salvage certificate that is printed must contain the following data elements:  <ol style="list-style-type: none"> <li>1. VIN</li> <li>2. Make</li> <li>3. Year</li> <li>4. Model</li> <li>5. Body Type</li> <li>6. Certificate Number</li> <li>7. Previous Title Number</li> <li>8. Previous State Titled</li> <li>9. Insurance Policy Number</li> <li>10. County Indicator</li> <li>11. Odometer</li> <li>12. Date Issued</li> <li>13. Date Vehicle Acquired</li> <li>14. Remarks</li> <li>15. Actual Mileage</li> <li>16. Owner Name</li> <li>17. Owner Address</li> <li>18. Brand</li> <li>19. Title Control Number (for an Inventory Control Item)</li> </ol>	7		



#	Form Number	Form Description	Notes
		<p>In addition</p> <p>A If <u>duplicate</u>, on either side of the phrase “NON-REPAIRABLE CERTIFICATE” at the top of the form print the phrase “** DUPLICATE **”</p> <p>B. If <u>correction</u>, on either side of the phrase “NON-REPAIRABLE CERTIFICATE” at the top of the form print the phrase “** CORRECTION **”</p> <p>C. If <u>updated duplicate</u>, on either side of the phrase “NON-REPAIRABLE CERTIFICATE” at the top of the form print the phrase “** UPDATED DUPLICATE **”</p> <p>Note: Old form is SF0947</p>	
61	SF-1239	<p>Laser print a title with the following data (in some cases there may not be any data to print):</p> <p>1) Title number, and also,</p> <p>A If <u>duplicate</u>: on either side of the phrase “CERTIFICATE OF TITLE” at the top of the form print the phrase “** DUPLICATE **”</p> <p>B. If <u>correction</u>: on either side of the phrase “CERTIFICATE OF TITLE” at the top of the form print the phrase “** CORRECTION **”</p> <p>C. If <u>updated duplicate</u>, print on either side of the phrase “CERTIFICATE OF TITLE” at the top of the form in a smaller font the phrase “** UPDATED DUPLICATE **”</p> <p>2) Tracking Number</p> <p>3) Previous Title Number or Certificate of Registration or TDOS assigned number</p> <p>4) Last 4 Former Title States</p> <p>5) Latest Brand Code (Flood, Rebuilt, New, Used, Demo (meaning Demonstrator), etc.)</p> <p>6) Make</p> <p>7) Model</p> <p>8) Year</p> <p>9) Body Type</p> <p>10) Lien Information</p> <p>11) Lien Code</p> <p>12) Odometer Readings for vehicles built in last 10 years</p> <p>13) Odometer Brand</p> <p>14) VIN Number (or Hull Number, if boat)</p> <p>15) If State and local sales taxes equals 0, print a zero amount and a TDOS specified phrase on the title</p> <p>16) Purchase Date</p> <p>17) Title Issue Date</p> <p>18) Lessor’s Name and address (if lease)</p> <p>19) Name and address (per USPS standards) of current owner</p> <p>20) In owner field print ‘Owner’ or ‘Lessor’, if leased</p> <p>21) Incorporation of “conjunction codes” with relation to owners to include “and” and “or” Remarks</p> <p>22) Anti-theft decal control number</p> <p>All titles with both a rebuilt brand and a case number will be printed at the TDOS central office AT operation.</p> <p>Note: Old form is SF-0950</p>	7



#	Form Number	Form Description	Notes		
62	SF-1240	<p>State of Tennessee, Non-Repairable Certificate – Red (New)</p> <p>* The Non-Repairable certificate that is printed must contain all the data elements as indicated in the Salvage Certificate. Field # 14 – Remarks will always contain ‘For Parts Only’ on a Non-repairable Certificate. In addition</p> <p>A. If <u>duplicate</u>, on either side of the phrase “NON-REPAIRABLE CERTIFICATE” at the top of the form print the phrase “** DUPLICATE **”</p> <p>B. If <u>correction</u>, on either side of the phrase “NON-REPAIRABLE CERTIFICATE” at the top of the form print the phrase “** CORRECTION **”</p> <p>C. If <u>updated duplicate</u>, on either side of the phrase “NON-REPAIRABLE CERTIFICATE” at the top of the form print the phrase “** UPDATED DUPLICATE **”</p> <p><b>Note:</b> Old form is SF-1173</p>	7		
63	SF-5789	<p>TDOS, Disabled Placard Renewal (Mainframe Laser Generated)</p> <p>*XDITRH08 is the Monthly Disabled Placard Laser Form Print. All fields in Impact Multipart Renewal plus USPS barcode underneath the customer address and complete County Clerk address with USPS barcode underneath it also.</p>			

Key to the numbers in the Notes columns above		
1	These forms are currently used and are supported by the Department of Safety “Forms Management”	These forms are needed today. They may not all be needed in the future depending on the design and implementation of the new system.
2	<p>Any form that has as its topic one of the following activities will no longer be required by the new system depending on the system design:</p> <ul style="list-style-type: none"> <li>• Adjustment Memorandum</li> <li>• Batch Control Document</li> <li>• Control and Log Sheets</li> <li>• Daily Remittance Report</li> <li>• Inventories</li> <li>• Keying Errors</li> <li>• Microfilm Inspection/Refilming Log</li> <li>• Orders Requests</li> <li>• Plate Transfer Receipt</li> <li>• Reports Requests</li> <li>• Shipper’s Bill of Lading</li> <li>• Shipping Tickets</li> <li>• Transfer Receipts</li> </ul>	That TRUST system shall absorb all of the topics associated with the manual tracking, ordering, inventories, etc. and should eliminate the need for these types of forms.
3	Affidavits currently within T&R activities require notary oversight and witness.	The TRUST system shall change all “affidavits” used to support the T&R business to “certificates” or statements.
4	In the current T&R system there are a multitude of “affidavits” for a wide variety of supporting reasons requiring each “affidavit” to be unique in their construction.	The TRUST system shall generate a “generic certification” that will provide the support for all possible instances that may require it.
5	Currently all applications made to the State of Tennessee, Department of Safety, Title and Registration Division are made with a different type of form to support the recording of	The TRUST system shall generate “generic applications” that will support many of the applications that are currently being supported by “unique applications” for each task that requires a supporting document.

Key to the numbers in the Notes columns above		
	information required in their submittal.	
6	Currently there are forms that will be required to be completed manually as the applicant may not have access to an automated system for completion.	The TRUST system shall provide a mechanism that will allow the manual completion of required forms that will be captured during the application cycle.
7	Currently there are forms that require special handling due to sensitivity.	The TRUST system shall provide the capability of maintaining the integrity and safeguards necessary for all the forms, such as titles, that are sensitive requiring additional safeguards to protect them until they are issued during an application process.
8	Currently the T&R staff are using form sets that, in current usage, require multiple forms to resolve and conduct their business on a daily basis. The T&R staff needs to have these forms consolidated.	The TRUST system shall consolidation and compress multiple forms into one form where appropriate. Necessary communications will be effected with all personnel and agencies that utilize the obsolete forms with knowledge when the new variation will be placed into service. The Department of Safety's Forms Manager will be kept abreast of all changes that occur for both computer and paper generated forms to allow for consistency in their development and maintenance.
9	This is a form from another Division within TDOS	This is a CVE form and any change must be coordinated with them.

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### **Attachment I: Correspondence**

One of the keys to the successful operation of the TRUST system will be an efficient process for handling the high number of correspondence requirements in an automated manner. Some of these letters will be responses to phone calls and mail in requests for information regarding what procedures need to be initiated. Others will be deficiency letters telling customers what was done incorrectly, and outlining the steps that must be taken to continue processing. Still other letters will address forms, which on occasion may be enclosed, that the customer must complete and submit. And, finally, there will be letters returning customer documents previously submitted that the customer asked to be returned. When forms are sent to a customer, the system should automatically include them with a letter cover sheet after a clerk has selected the form(s) to be included.

The number of letter variations and their volume is very great and the methods devised to permit the TDOS staff to respond quickly and accurately to these many situations will be critical to the smooth functioning of the entire operation. We envision a letter generation process that is tightly associated with the activity attempted. A letter response mechanism would contain a requirement matrix of all possible known deficiencies related to the business process. Depending on the inadequacies detected by the system, a solution offering an appropriate correspondence response for the customer will be shown to the clerk so a letter that will assist in providing resolution and successful completion of the customer's requests can be generated. When letters are written and mailed placing items in suspense awaiting a reply, follow-up letters will be automatically generated after the suspense period has expired if no response was received. If a letter was received from the customer during the suspense period and the requested activity was completed, suspense flags should be removed and the file should be closed.

If, for example, a functional area being addressed concerned Disabled Placard processing, the TRUST system would automatically determine the appropriate letter response mechanism based upon the business functions being attempted. In this case the fee amounts presented for selection by a clerk that could be placed in an outgoing letter would only relate to disabled placard fees. Similarly, if the functional area were titling, the available letter responses would relate solely to titles. In all cases, TDOS supervisors would have access to the entire range of responses – a much broader selection than that available to the general clerical staff.

We assume the correspondence process developed would use table matrices, under TDOS control. These tables would relate the activity underway with the appropriate letters and/or discrepancy reasons that could exist in each specific circumstance. The letters generated would normally be mailed back to customers in order to successfully complete requested activity. As much as practical, the letters would be dynamically composed based on staff selection of one or more options that needed to be in the letters.

One letter format should be developed to address either single problems or multiple problem situations in a single letter. Such problems may consist of a lack of one or more supporting documents, incorrect fee submittal, missing signatures, etc., since a broad range of problem situations may occur for a single specific requested activity. Each letter should be personalized to the individual receiving the letter without the use of check-off lists. The majority of the variable information in the letter should normally be drawn from the system.

In order to expedite the process of mail handling, we require the insertion of a machine-readable code that would contain the contents of the letter. This code, such as a 2-D bar code to include customer identification and other pertinent information, would be required on all outgoing customer-unique correspondence. The 2-D bar code, or an acceptable alternative, would be placed somewhere on the letters. Scanning this bar code when the letters are returned to TDOS will increase the ability to correctly identify the customer's incoming mail and will also provide a computer tracking number for use by TDOS. The 2-D bar code or an alternative will also be retained internally and attached to the customer's tracking number for the outgoing correspondence. This will allow the correspondence to be extracted and displayed or printed without the need to rebuild the letter from individual data fields if such information is required internally.

The use of this tracking number contained within the bar code will allow the system to rapidly retrieve previously entered information pertaining to the customer activity in question and that, in turn, will facilitate prompt and more accurate handling of the customer's problem. Since some of the letters will require returning previously submitted documents, the system must also provide a way to locate documents received within a specific time period, say 20 days, in order to enable the staff to retrieve the original customer documents and to return them.

While the precise layout of the screens will be defined at a later date, we assume a technique similar to drop down box option selections will be used, organized by TDOS activity, for the various letter and reason code possibilities. The letters should also allow the addition by the clerk of manual text in the event the situation at hand does not exactly fit the pre-defined reasons available. These lists will be selectable by the TDOS staff in order to compose the letters. We expect the staff will have the ability to view the final letter on their display prior to its submission to the mailroom or a local printer. The system should be coded such that specified T&R staff may modify the number of entries in a reason code table or change the wording in the reasons and these changes will be reflected in the drop-down lists automatically with no need for customized programming for such a minor change.

Since a large amount of correspondence relates to incorrect fee payments, we believe the fee tables in the letters should be closely coupled to the master TRUST fee tables so any changes to the master fee tables would be automatically reflected in the correspondence fee tables. Alternately, and at the vendor's discretion, links could be devised so the correspondence fees are automatically extracted directly from the master TRUST fee tables. In any event, TDOS does not want to be required to make the same fee changes to multiple tables.

Finally, the system is required to track and record the amount of activity (i.e. a statistical analysis of letters sent) generated by the correspondence system in order to provide meaningful activity reports to TDOS management. These reports will provide management with a ranking of the various types of correspondence with the highest usage. Based on this information TDOS management can then instigate steps to review and, hopefully, change and improve all processes that cause the need for such explanatory correspondence.

The TRUST system must have an automated letter/correspondence module that will address the following key areas:

- I. General Letter Requirements,
- II. Support for all activities performed by the Title and Registration Division and all topic types (Titling, Registration, Anti-Theft, etc.) that may require letters,
- III. Generation of Letters and Publications to respond to customer information requests, and,
- IV. Letters regarding T&R customer activity which will address delinquency or reject reasons preventing activities from reaching completion.

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**I. The Correspondence Module of the TRUST system must provide for:**

- Letters tied to business functions
- Follow-up letters automatically generated
- Removal of suspense flags after work is completed
- Flexible user selection options based on modifiable, on-line, parameters
- Publications sent to customers along with personalized cover letter
- Extraction of core data (name, address, VIN, etc.) for letter headings from database whenever available
- Addressing all problems in 1 letter whenever possible,
- Addressing general problems of missing information or fees required
- Usage of reject/response codes to determine letter content
- Ability to view letter prior to sending and to produce copy of sent correspondence
- Tracking of all incoming and outgoing correspondence
- Addition for manual text within letters
- TDOS staff controlled changes to tables for number of entries, verbiage on entries, and selection of entries without the need for programming staff assistance

- Automatic handling of fee table updates from master TRUST tables to correspondence tables with no data re-entry required
- Usage reports of correspondence sent for review by TDOS management.

**II. The Correspondence Module of the TRUST system must provide letters for the following topic types:**

Title	Registration
Lien	Cash Drawer
Case (Anti-Theft)	Surety Bond
Information Request	Work In Progress (WIP)
Plate Master – authorizing plates, spec, etc.	Inventory – General
Ordering of Plate from TRICOR	Ordering of other stock
Ordering for Stocking Offices & between Offices	Refunds
Payments	Deposits
Remittances	Dealer Plates
Disabled Permits	Drive Out Tags
Non-Resident Permits	Farm Permits
Temporary Operating Permit (TOP)	Education Sticker
All Terrain Vehicle (ATV)	Abandoned-Unclaimed Vehicle
Personalized & Specialized plates	

**III. The Correspondence Module of the TRUST system must provide letters to address the following requests for information only:**

1. Inform customer as to where to go for specific service.
2. Inform customer as to information on file with TDOS.
3. Ask customer for reason why they are requesting a specific service.
4. Inform customer of how to obtain a requested service.
5. Inform customer data sent to customer initially was in error and has been corrected.
6. Inform customer where to find model number on title.
7. Inform customer that requested action has been completed.
8. Inform customer that title was surrendered in another state.
9. Inform customer that request cannot be granted.
10. Inform customer that police should be notified when previous owner did not remove plate upon vehicle sale.
11. Inform customer that renewal notice was not sent. Letter can be used in court for verification.
12. Inform customer that documentation previously submitted is being returned as per customer's request.
13. Inform customer that TDOS records show vehicle as stolen and advise steps that must be taken.
14. Inform customer that a particular type of affidavit or court order must be provided, what it should contain, and where it should be sent.
15. Inform customer that application and fee are being returned. Title has been found and is being forwarded.
16. Inform customer that requested activity has been denied.
17. Inform customer that requested activity has been completed.
18. Inform customer that publication on a requested service is attached.

**IV. The Correspondence Module of the TRUST system must provide letters to address the following discrepancy/reject reasons:**

**A. A list of general reasons**

1. Provide information to customer regarding their problem and how to proceed.
2. Inform customer document must be signed.
3. Inform customer as to fee owed for specific service requested.
4. Inform customer as to rules/instructions that were violated and how to correct them.
5. Inform customer as to additional information/documentation that is required in order to proceed.
6. Inform customer of need for physician statement or information from a physician
7. Inform customer as to inadequate fee remitted and ask for entire fee or balance due.
8. Inform customer to complete enclosed form and remit requested fee.
9. Inform customer that no record is on file to indicate fee in question was received and request specific type of proof.
10. Inform customer additional fee is needed for additional service.
11. Inform customer fee received was not as mentioned by customer.
12. Inform customer received fee and description of vehicle but no explanation of services desired was included.
13. Inform customer fee received, but unable to determine service desired.
14. Inform customer title never received, advise how to proceed
15. Inform customer of miscellaneous information – where to make title application, how to get a refund, where to submit rejecting number, and how to complete surety bond.
16. Inform customer that letter was received stating they no longer own vehicle.
17. Inform customer additional information is required.
18. Inform customer that the title in his possession must be surrendered.
19. Inform customer that Lienholder cannot find account in applicant's name. Request applicant forward information.
20. Inform customer that requested action couldn't be taken due to subsequent actions by owner.
21. Inform customer that chain of ownership has been broken and to contact another state for bonded title.
22. Inform customer that personalized license combinations requested are not available, or are obscene, and to apply with other letter/number combinations.
23. Inform customer that records indicate something other than what customer has indicated.
24. Inform customer that application was rejected and give reason(s) why.
25. Inform customer that copy of advertisement must be enclosed to enable repossession to proceed.
26. Inform customer that an odometer statement signed by the previous owner is required.
27. Inform customer that the documents submitted do not agree with one another and that they are being returned.
28. Inform customer that the transfer of ownership records is incomplete and list the steps that must be taken to correct.

**B. A LIST of reasons/reject codes used by the current mainframe system.**

REJECT NO: 01

YOUR LIENHOLDER IS UNABLE TO LOCATE A FILE ON THE REFERENCED VEHICLE. FURNISH YOUR ACCOUNT NUMBER AND NAME OF THE SELLING DEALER.

REJECT NO: 02

THE ENCLOSED NOTE FROM THE LIENHOLDER IS SELF-EXPLANATORY. PLEASE SURRENDER YOUR OUTSTANDING CERTIFICATE OF TITLE.

REJECT NO: 03

THE POSTAL AUTHORITIES ARE UNABLE TO DELIVER CORRESPONDENCE TO THE LIENHOLDER. PLEASE FURNISH THE CORRECT NAME AND/OR MAILING ADDRESS.

REJECT NO: 04

THERE HAS BEEN NO RESPONSE TO OUR REQUEST FROM YOUR LIENHOLDER FOR THE SURRENDER OF YOUR #R0LX X CERTIFICATE OF TITLE.  
PLEASE CONTACT YOUR LIENHOLDER AND REQUEST SURRENDER OF THIS CERTIFICATE OF TITLE.

REJECT NO: 05

ASSIGNMENT OF TITLE AND/OR REASSIGNMENT BY A LICENSED DEALER MUST SHOW PURCHASE PRICE OF THE VEHICLE AND/OR AMOUNT OF SALES TAX PAID. IF THE VEHICLE IS LEASED FURNISH TAX NUMBER UNDER WHICH IT IS PAID.

REJECT NO: 06

RELEASE OF STOLEN CAR REPORT IS REQUIRED PRIOR TO TITLE ISSUANCE AND/OR REGISTRATION UPDATE. VEHICLE REPORTED STOLEN TO:  
0 X,  
FILE NUMBER: #R02X---X, DATED: 0 X. CONTACT THE  
POLICE AGENCY FOR ASSISTANCE.

REJECT NO: 07

PLEASE SUBMIT A CERTIFICATION OF THE ACTUAL VEHICLE IDENTIFICATION NUMBER FROM AN AUTHORIZED DEALER.

REJECT NO: 08

PLEASE SUBMIT A LEGIBLE PENCIL TRACING OF THE VEHICLE IDENTIFICATION NUMBER. WRITE THE NUMBER BENEATH THE TRACING (USE SOFT LEAD PENCIL ON PAPER OVER NUMBER TO OBTAIN THE PENCIL TRACING).

REJECT NO: 09

PLEASE SUBMIT A LEGIBLE PENCIL TRACING OF THE VEHICLE IDENTIFICATION NUMBER. WRITE THE NUMBER BENEATH THE TRACING (USE SOFT LEAD PENCIL ON PAPER OVER NUMBER TO OBTAIN THE PENCIL TRACING).

REJECT NO: 10

PLEASE VERIFY YEAR, MAKE AND BODY TYPE OF THE REFERENCED VEHICLE.

REJECT NO: 11

APPLICATION FOR CERTIFICATE OF TITLE IN THE NAME  
OF #R01X X WAS REJECTED TO  
#R02X X ON #R03X X. APPLICATION  
MUST BE CORRECTED AND RETURNED BEFORE A TITLE CAN BE PROCESSED.  
THE APPLICATION WAS REJECTED FOR THE FOLLOWING REASON(S):

REJECT NO: 12

THE ASSIGNMENT OF TITLE AND/OR TITLE EXTENSION FORM(S) MUST BE SUBMITTED IN SEQUENCE TO ESTABLISH OWNERSHIP FROM

#R01X      X TO #R02X      X

LTR-PAR-NBR:      13

THE FOLLOWING OUTSTANDING LIEN MUST BE DISCHARGED WITH THE RELEASE DATE OR EVIDENCE OF TRANSFER.

LIENHOLDER: #R01X      X

ADRS: #R02X      X

BORROWER: #R03X      X

DATE: #R04X      X

REJECT NO: 14

THERE IS NO EVIDENCE THAT #R01X      X HAS FILED AN APPLICATION, OBTAINED A TITLE IN HIS/HER NAME, AND PAID THE REQUIRED TAXES TO ACCOMPLISH THE TRANSFER OF OWNERSHIP.

REJECT NO: 15

SUBMIT THE LAST ODOMETER DISCLOSURE STATEMENT, COMPLETED IN ITS ENTIRETY, FROM THE PREVIOUS OWNER TO THE APPLICANT. IF THE SURRENDERED TENNESSEE CERTIFICATE OF TITLE WAS ISSUED JAN. 2, 1990 OR LATER, THE ODOMETER DISCLOSURE STATEMENT MUST BE COMPLETED ON THE APPROPRIATE ASSIGNMENT.

REJECT NO: 16

SURRENDER (IF APPLICABLE, PROPERLY ASSIGNED) TENNESSEE CERTIFICATE OF TITLE NUMBER #R01X      X ISSUED TO #R02X      X AND MAILED TO #R03X      X, #R04X      X, #R05X      X, #R06#R07X      X.

IF THE REQUESTED CERTIFICATE CANNOT BE LOCATED, COMPLETE THE ENCLOSED AFFIDAVIT FOR REPLACEMENT CERTIFICATE OF TITLE IN ITS ENTIRETY AND RETURN WITH A CHECK OR MONEY ORDER IN THE AMOUNT OF \$5.00. IF THIS IS AN APPLICATION FOR NOTING OF LIEN YOU MUST OBTAIN A REPLACEMENT AND UPON RECEIPT OF SAME RESUBMIT THE COMPLETE REJECTION FILE.

REJECT NO: 17

ADVISE IF THE NAMES #R01X      X AND #R02X      X REFER TO THE SAME PERSON AND/OR COMPANY. THE NAME SHOULD APPEAR THE SAME ON ALL DOCUMENTS.

REJECT NO: 18

THE CORRECTION FLUID, ERASURE, OR ALTERATION ON THE CERTIFICATE OF TITLE VOIDED THE CERTIFICATE. YOU MUST FILE FOR A REPLACEMENT CERTIFICATE OF TITLE. IF THE SUPPORTING TITLE IS FROM TENNESSEE, REMIT FEE OF \$5.00. RETAIN THIS FILE UNTIL THE REPLACEMENT TITLE IS RECEIVED THEN RESUBMIT THE FILE TO THIS OFFICE WITH THE PROPERLY ASSIGNED REPLACEMENT CERTIFICATE OF TITLE.

REJECT NO: 19



THE NAME OF THE OWNER AND/OR OWNER'S SIGNATURE SHOWN ON THE APPLICATION MUST AGREE WITH THE OWNERSHIP DOCUMENT.

REJECT NO: 20

THE APPLICATION MUST BE SUPPORTED WITH A PROPERLY ASSIGNED MANUFACTURER'S CERTIFICATE OF ORIGIN AND ITEMIZED NEW CAR INVOICE.

REJECT NO: 21

APPLICANTS AND/OR LIENHOLDER'S CORRECT MAILING ADDRESS, INCLUDING ZIP CODE, MUST BE FURNISHED.

REJECT NO: 22

APPLICATION FOR CERTIFICATE OF TITLE AND REGISTRATION MUST BE FILED THROUGH THE OFFICE OF THE COUNTY CLERK. TO INITIATE A REFUND OF THE FEE SUBMITTED, A WRITTEN REQUEST SHOULD BE SUBMITTED TO THIS DEPARTMENT BY THE APPLICANT GIVING THE MAKE AND THE MANUFACTURER'S IDENTIFICATION NUMBER OF THE VEHICLE, AS WELL AS THE REJECTION NUMBER SHOWN ON THIS FILE.

REJECT NO: 23

IN CASE OF MULTIPLE OWNERSHIP, SIGNATURE OF EACH INDIVIDUAL IS REQUIRED TO TRANSFER OWNERSHIP OR ENCUMBER THE VEHICLE.

REJECT NO: 24

ASSIGNMENT OF TITLE AND/OR REASSIGNMENT BY LICENSED DEALER MUST BE SIGNED BY THE SELLER. IF A COMPANY, THE NAME OF THE FIRM AND SIGNATURE OF AN AUTHORIZED REPRESENTATIVE IS REQUIRED.

REJECT NO: 25

DOCUMENTATION IS NOT ACCEPTABLE IN THIS STATE; THEREFORE, THE SELLER IS REQUIRED TO OBTAIN A CERTIFICATE OF TITLE IN HIS RESIDENT STATE PRIOR TO ASSIGNING IN TENNESSEE.

REJECT NO: 26

THE MAKE, VEHICLE IDENTIFICATION NUMBER, AND VALUE OF TRADE-IN VEHICLE SHOULD BE SHOWN ON ASSIGNMENT OF TITLE AND/OR TITLE EXTENSION FORM.

REJECT NO: 27

SUBMIT APPLICABLE POWER OF ATTORNEY, COMPLETED IN ITS ENTIRETY, TO SIGN TRANSFER AND/OR APPLICATION.

REJECT NO: 28

IF YOUR LIEN HAS NOT BEEN SATISFIED, YOUR AFFIDAVIT FOR REPLACEMENT CERTIFICATE OF TITLE SHOULD ORIGINATE WITH YOUR LIENHOLDER.

REJECT NO: 29

THE LIEN SHOWN ON CERTIFICATE OF TITLE MUST BE RELEASED AND DATE SHOWN.

REJECT NO: 30

REPLACEMENT, RENEWAL AND/OR REASSIGNMENT OF REGISTRATION CANNOT BE ALLOWED SINCE OUR RECORDS INDICATE THE APPLICANT IS NOT THE OWNER OF THE VEHICLE. CORRECT THE REGISTRATION ACCORDINGLY.

REJECT NO: 31

TO PROTECT YOUR INTEREST, SUBMIT A SIGNED COPY OF LIEN INSTRUMENT SHOWING YEAR, MAKE AND VEHICLE IDENTIFICATION NUMBER. THIS DOES NOT CONSTITUTE A RECORDING OF YOUR LIEN, THEREFORE, RETURN A COPY OF YOUR SECURITY AGREEMENT OR OTHER LIEN INSTRUMENT SHOWING A COMPLETE VEHICLE DESCRIPTION.

REJECT NO: 32

PHOTOSTATIC COPIES OF OWNERSHIP DOCUMENTS ARE NOT ACCEPTABLE. SURRENDER THE ORIGINAL DOCUMENTS.

REJECT NO: 33

EFFECTIVE JUNE 1, 1993, THE TITLE FEE CHANGED TO \$5.00. REMIT THE ADDITIONAL FEE DUE.

REJECT NO: 34

REMIT LESSEE REGISTRANT FEE OF \$2.00.

REJECT NO: 35

FEE TO RE-REGISTER BE THE ENTIRETIES IS \$2.50. REMIT BALANCE DUE.

REJECT NO: 36

REMIT FEE OF \$10.00 TO ASSIGN DMV NUMBER OR REPLACE IDENTIFICATION PLATE.

REJECT NO: 37

WE FIND NO RECORD OF CERTIFICATE OF TITLE HAVING BEEN ISSUED. IF AVAILABLE, SUBMIT CERTIFICATE OF TITLE NUMBER, COPY OF THE ORIGINAL APPLICATION, OR ADVISE DATE OF APPLICATION, COUNTY IN WHICH FILED, AND COUNTY CLERK'S INVOICE NUMBER ON WHICH IT WAS LISTED AT THE TIME IT WAS SUBMITTED TO THE DIVISION.

REJECT NO: 38

THE DESCRIPTION OF THE VEHICLE SHOULD CORRESPOND ON ALL DOCUMENTS.

REJECT NO: 39

APPLICATION MUST BE SUPPORTED WITH THE OUTSTANDING CERTIFICATE OF TITLE PROPERLY ASSIGNED WITH SUFFICIENT TRANSFERS TO ESTABLISH OWNERSHIP FROM THE REGISTERED OWNER TO #R01X\_\_\_\_\_X.

REJECT NO: 40

APPLICATION MUST BE SUPPORTED WITH AFFIDAVIT AS TO OWNERSHIP AND USE FOR THOSE VEHICLES TO BE ISSUED GOVERNMENT SERVICE REGISTRATION UNDER THE PROVISIONS OF SECTION 55-4-223 T.C.A.

REJECT NO: 41

SUBMIT PROPERLY COMPLETED AFFIDAVIT OF SALES UNDER SPECIAL CONDITIONS TO COMPLETE REPOSSESSION.

REJECT NO: 42

SUBMIT PROPERLY COMPLETED REQUESTS FOR VERIFICATION OF OWNERSHIP ON ABANDONED VEHICLES TO COMPLETE REPOSSESSION.

REJECT NO: 43

SUBMIT REGISTERED MAIL RECEIPT FROM ALL PARTIES TO COMPLETE REPOSSESSION.

REJECT NO: 44

SUBMIT COPY OF ITEMIZED STATEMENT OF CHARGES/CLAIMS TO COMPLETE REPOSSESSION.

REJECT NO: 45

SUBMIT EVIDENCE OF AN ADVERTISEMENT WHICH HAS RUN IN A LOCAL NEWSPAPER FOR AT LEAST TWO WEEKS, OR A COPY OF AN ADVERTISEMENT POSTED IN THREE PUBLIC PLACES FOR A PERIOD OF TEN DAYS.

REJECT NO: 46

THE *VEHICLE* OWNER IDENTIFIED ON THE SURRENDERED CERTIFICATE OF REGISTRATION IS NOT THE SAME AS THE OWNER SHOWN ON THE APPLICATION. THEREFORE, A REASSIGNMENT OF REGISTRATION CANNOT BE ALLOWED. CORRECT DOCUMENTS ACCORDINGLY.

REJECT NO: 47

ISSUANCE OF A TENNESSEE CERTIFICATE OF TITLE IS A PREREQUISITE TO COMPLETING REGISTRATION. GIVE CERTIFICATE OF TITLE NUMBER OR, IF CERTIFICATE HAS NOT BEEN ISSUED, APPLICATION SHOULD BE FILED THROUGH THE COUNTY CLERK'S OFFICE SUPPORTED WITH PROPER DOCUMENTATION.

REJECT NO: 48

SUBMIT A COPY OF LEUERS OF ADMINISTRATION OR TESTAMENTARY TO COMPLETE DOCUMENTATION.

REJECT NO: 49

SUBMIT AFFIDAVIT OF INHERITANCE COMPLETED IN ITS ENTIRETY.

REJECT NO: 50

SUBMIT OWNER'S AUTHORIZATION FOR REGISTRATION TO BE ISSUED TO LESSEE TO COMPLETE DOCUMENTATION.

REJECT NO: 51

SUBMIT AFFIDAVIT OF SELLER IN CASES OF BANKRUPTCY, INSOLVENCY, ATTACHMENT, REPLEVIN OR OTHER JUDICIAL SALE TO COMPLETE DOCUMENTATION.

REJECT NO: 52

SUBMIT COPY OF FINAL DIVORCE DECREE SHOWING COMPLETE DESCRIPTION OF VEHICLE AND/OR TO WHOM THE VEHICLE WAS AWARDED.

REJECT NO: 53

SUBMIT OPTION TO PURCHASE AGREEMENT TO COMPLETE DOCUMENTATION.

REJECT NO: 54

SUBMIT AFFIDAVIT OF SALES UNDER SPECIAL CONDITIONS TO COMPLETE DOCUMENTATION.

REJECT NO: 55

SUBMIT COPY OF COURT ORDER VESTING OWNERSHIP TO COMPLETE DOCUMENTATION.

REJECT NO: 56

SUBMIT APPLICATION FOR REPLACEMENT PLATE TO COMPLETE DOCUMENTATION.

REJECT NO: 57

SUBMIT AFFIDAVIT TO REGISTER VEHICLE IN THE MULTI-COUNTY ZONE CLASSIFICATION TO COMPLETE DOCUMENTATION.

REJECT NO: 58

APPLICANT MUST SIGN REQUIRED DOCUMENT IN THE SPACE PROVIDED TO COMPLETE DOCUMENTATION.

REJECTION: 59

ALTERED DOCUMENTS MUST BE EXPLAINED BY A NOTARIZED STATEMENT TO COMPLETE DOCUMENTATION.

REJECT NO: 60

THIS APPLICATION WAS SUBMITTED WITH AN INSUFFICIENT ADDRESS AND THEREFORE CANNOT BE PROCESSED. FURNISH THE COMPLETE STREET ADDRESS OF THE APPLICANT TO COMPLY WITH THE REQUIREMENTS OF THE POSTAL AUTHORITIES.

REJECT NO: 61

THE COMPLETE DESCRIPTION OF THE VEHICLE INCLUDING THE VEHICLE IDENTIFICATION NUMBER MUST BE SHOWN ON THE SECURITY AGREEMENT.

REJECT NO: 62

THE CERTIFICATE OF TITLE SUPPORTING YOUR APPLICATION FOR NOTING OF LIEN INDICATES THE OWNER'S SIGNATURE AS SELLER ON THE BACK OF THE TITLE. IF THE TITLE WAS SIGNED IN ERROR IT MUST BE EXPLAINED BY A NOTARIZED STATEMENT.

REJECT NO: 63

REJECT NO: 64

PER YOUR REQUEST, WE ARE RETURNING THE ENCLOSED DOCUMENTATION FOR YOUR DISPOSITION.

REJECT NO: 65

VERIFY CORRECT LIENHOLDER. NAME SHOULD CORRESPOND ON ALL DOCUMENTS.

REJECT NO: 66

DOCUMENTATION IS NOT ACCEPTABLE IN THIS STATE, THEREFORE, THE SELLER IS REQUIRED TO OBTAIN A CERTIFICATE OF REGISTRATION IN HIS RESIDENT STATE PRIOR TO ASSIGNING IN TENNESSEE.

REJECT NO: 67

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REJECT NO: 68

PRE-CERTIFICATION IS REQUIRED PRIOR TO ISSUANCE. CONTACT THE ANTI-THEFT UNIT.

REJECT NO: 69

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REJECT NO: 70

AFFIDAVIT FOR DUPLICATE CERTIFICATE OF TITLE MUST BE PROPERLY NOTARIZED WITH A NOTARY SEAL INDICATED.

REJECT NO: 71

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 REJECT NO: 72
 

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REJECT NO: 73

THE ENCLOSED SURETY BOND REQUEST MUST BE PROPERLY COMPLETED.

 REJECT NO: 99
 

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**TRUST Correspondence by Letter Type  
with Report Name/Number and  
Reason/Reject Codes (RC) /Explanation of Letter Body**

Legend:

- - letter must be revised to comply with the Driver's Privacy Protection Act (DPPA),
- B/M – Either a BIS (B) or Mainframe (M) letter with one or more RCs and/or a letter body explanation,
- B – A BIS letter with one or more RCs and/or a letter body explanation,
- F- Presently a form letter generated on a PC and manually completed. Contains more than one RC,
- G/P – A new General Purpose letter addressing multiple situations,
- M - A Mainframe (MF) letter with 1 RC,
- P - A PC letter with one RC,
- PUB - A T&R Publication sent to a customer explaining how to accomplish some requested activity,
- S - A standard form today that will be correspondence in the TRUST system, and,
- # - Correspondence candidates to be combined

<b>Source</b>	<b>Letter Type</b>	<b>Letter Name or Number</b>	<b>Reason / Explanation of Letter Body</b>
PUB	Abandoned-01	ABANDOND	Instructions for unclaimed or abandoned vehicles.
P	Amateur Radio-01	ARADIO1	We are in receipt of your Application of Special Amateur Radio Call Letter License Plate(s). However our records indicate this plate is already in your possession. We will...
P*	Amateur Radio-03	ARADIO3	We are in receipt of your Application of Special Amateur Radio Call Letter License Plate(s); however our records indicate we have issued this plate to _____. Please advise. Should you...
P	Amateur Radio-04	ARADIO4	We are in receipt of your Application for Special Amateur Radio Call Letter License Plate(s). A copy of your FCC license...

Source	Letter Type	Letter Name or Number	Reason / Explanation of Letter Body
P	Amateur Radio-05	ARADIO5	Enclosed you will find a letter dated _____, that we sent you concerning your Application for Special Amateur Radio Call Letter License Plate(s). As of this date, we have not received a response and are awaiting your reply. Should you have any questions... .
P	Anti-Theft	ATCERTREJ	Your Application for Motor Vehicle Identification Certification cannot be approved for the for the reason(s) indicated below...
P	Anti-Theft	ATDECAL	Anti-Theft Decal Installation Instruction Sheet...(sent with decal attached).
P	Anti-Theft	ATANRREJ	The Application for Salvage or Non-Repairable Certificate is being returned for the reason(s) below...
P	Bad Checks	BADCHEK	Your check _____ mailed to our office on _____ in the amount of _____ came back to our office marked "Insufficient Funds." Please submit a certified check for _____ payable to the State of Tennessee. Return a copy of this letter and ...
M	Commercial Registration-01	Commercial Registration	This vehicle is being operated commercially and is displaying a passenger Tag
G/P	County Clerk	CTYCLK	Please go to the _____ County Clerk where you reside for assistance in performing the <u>(function type)</u> activity.
M	County Clerk-01	Transfer of Ownership Letter	File through the office of the County Clerk
P	County Clerk-02	CCNOAVTV	County Clerk has advised no activity, no title to be issued, contact county
P	County Clerk-03	RCOTNEWP	Replacement application in new owners name, go through county clerk to title
P	Cultural-01	ARTS	The Audit Unit of the Title and Registration Division has received information that the <u>(specific cultural entity such as Radnor Lake)</u> license plate you have requested will be available on <u>(date)</u> . Your assigned plate...
P	Cultural-02	RECALL	We approved and manufactured the cultural license plate with the configuration _____ in error. We have determined this configuration belongs to someone else. Please return...
P	Cultural-03	RECALL1	There has been no response to our request dated _____ for the surrender of your cultural license plate with the configuration _____. Any further delay will result...
P	Dealer – no record	DEALER1	The Motor Vehicle Commission does not have a record of your dealership registered through that agency. Before drive out tags can be issued, you will have to...
P	Dealer - expired	DEALER2	According to our records, your dealer number expired on ____; therefore, we cannot issue drive out tags until you...

<b>Source</b>	<b>Letter Type</b>	<b>Letter Name or Number</b>	<b>Reason / Explanation of Letter Body</b>
P	Dealer – closed	DEALERCLOSED	According to the Motor Vehicle Commission your dealership has been closed. Therefore, we have enclosed your check...
PUB	Drive Out Tag Instructions	DRIVEOUT	Under the provisions of Section 55-4-221, T.C.A., dealers shall charge no more than two dollars...
P	Disabled	APPROVAL	Your application for a Permanent Disabled Person parking placard has been approved...
P	Disabled	APPROVALTEMP	Your application for a Temporary Disabled Person parking placard has been approved...
P	Disabled	DISABLED	Applicant must sign application.
			Fee for lost or stolen placard is \$2.00. Please remit fee.
			Fee for placard renewal is \$3.00. Please remit fee.
			Fee for secondary temporary placard is \$10.00. Please remit fee.
			For Issuance of a Disabled Plate, the disabled person's name must be shown on the face of the title. The plate will be issued from your local county clerk's office. If you want a placard, please request one at that time.
			Only one name can be on an application.
			Our records indicate that you have never had a permanent placard. Please remit additional fee of \$_____
			Our records indicate you placard expires on _____. Therefore renewal cannot be processed at this time.
			Please provide us with a statement from your doctor stating that you are permanently confined to a wheelchair.
			The fee for a placard is \$21.50. Please remit fee.
			The fee for a temporary placard is \$10.00. Please remit fee.
			What is the reason you need a replacement placard?
			You are requesting to replace which placard?
			You physician needs to state the disability. (i.e., auto/motorcycle accident is not acceptable)
			Your physician needs to completely fill out bottom of application.
M	Fees Due-01	Verify Vin Docs and Fee	Please furnish verification of the VIN and documentation to establish ownership and a remittance fee of \$5.00
P	Fees Due-02	ADDITFEE	Request additional fee for service
P	Fees Due-03	COTZNUMB	No record of receiving fee, advise the Z number shown on check



<b>Source</b>	<b>Letter Type</b>	<b>Letter Name or Number</b>	<b>Reason / Explanation of Letter Body</b>
P	Fees Due-04	MARILYN2	Fee not received with request
P	Fees Due-05	MARILYN4	No record of fee received. Provide copy of cancelled check with J number. Return enclosed SF-1081 completed and notarized.
P	Fees Due-06	MARILYN5	No record of fee received. Provide notarized request and copy of cancelled check with J number.
P	Fees Due-07	MARILYN6	Fee received not as noted in correspondence. Provide notarized and returned with copy of cancelled check with J number or additional amount.
P	Fees Due-08	MARILYN7	Fee received not as noted in correspondence. Provide copy of cancelled check with J number or additional amount.
P	Fees Due-09	NOTENU\$	Return application and incorrect fee amount, resubmit with correct fee.
P#	Fees Returned-01	FEENOEX	Received fee and description of vehicle no explanation of services needed
P#	Fees Returned-02	FEEONLY	Received fee, unable to determine
G/P	Fees Needed	FUNDS	Please send in a check or money order for <u>(X dollars and Y cents)</u> in order for us to complete your request for <u>(type of activity)</u> .
PUB	Instructions Registration	LEASED	Instructions on how to register a leased vehicle
PUB	Instructions NOL	276	Instructions to note liens
PUB	Instructions Title-01	COTNRECD	Title was never received, advise how to acquire replacement
PUB	Instructions Title-02	259	Instructions for a replacement title
P	Insufficient funds	REF06	We are in receipt of your check number _____ in the amount of \$_____ which represents payment for insufficient funds. Unfortunately, we cannot accept a personal check as payment for an insufficient fund check. We must have a cashier's check for said amount. If you have any questions...
P	Microfiche subscriptions	MICROLTR	Subscriptions for the statewide microfiche files for the new registration year are now being accepted. Each edition...
P#	Military - Name Change-01	MILITARY9	This office is in receipt of the attached correspondence in which it states the name _____ is to be changed to _____ due to a divorce. Please return ...
P#	Military - Name Change-02	MILITARY	This office is in receipt of the attached correspondence in which it states the name _____ is to be changed to _____ due to the order of the court. Please return ...

<b>Source</b>	<b>Letter Type</b>	<b>Letter Name or Number</b>	<b>Reason / Explanation of Letter Body</b>
PUB	Military Registrations-01	MILITARYFEE	Instructions for Military Registrations fees
PUB	Military Registrations-02	LES	Instructions for Military Registrations documentation required for new and used vehicles
P	Military Registrations-03	MILITARY06	Please be advised we are returning your paperwork for your disposition, we are unable to determine exactly what you are requesting. If this is a Military Registration, we will need...
B/M	Misc		Application for certificate of title and registration must be filed through the office of the county clerk. To initiate a refund of the fee submitted, a written request should be submitted to this department by the applicant giving the make and the manufacturer's identification number of the vehicle, as well as the rejecting number shown on this file.
P	Misc Photostat-01	CERT	Certification of true and exact photostatic copy
P	Misc Photostat-02	CERTIF	Certification letter for photostats
P	Misc-01	EXPIRE	Expiration date incorrect, has been corrected, apologize
P	Misc-02	MARILYN8	Inquiry info
P	Misc-03	MNINFVIN	With 5 digit or less, model # is shown in front of VIN
P	Misc-04	NRVERIFY	Verification we find no record
P	Misc-05	PERMISS	County clerk's authorization to accept photostatic copies for application
P	Misc-06	SOLDVEH	Customer advises they no longer own vehicle
P	NOL-A	NML#6	We are in receipt of... We cannot process...we did not receive the correct remittance. The fee for noting of lien is \$5.00. We are returning all documentation for your disposition...
P	NOL-B	NTL#7	This is to acknowledge receipt of an application ... This application cannot be processed because we have not received the required documents. Your lien will not be noted until you surrender the referenced certificate of title issued to the referenced owner as soon as possible...
P	NOL-C	NSA#8	This is to acknowledge receipt of an application... This application cannot be processed because we have not received all necessary documentation. Submit a signed copy of the security agreement/ contract/note showing year, make, and ...
P	NOL-D	2ORMORELTR#9	This is to acknowledge receipt of an application...It will be necessary for you to provide...Also, include the current title unless you are submitting an application to become a second lienholder...

<b>Source</b>	<b>Letter Type</b>	<b>Letter Name or Number</b>	<b>Reason / Explanation of Letter Body</b>
P	NOL-E	DT&NOLr#10	This is to acknowledge receipt of an application for Duplicate Title... Submit a signed copy of the security agreement/ contract/note showing year, make, and identification number along with an application for Noting of Lien and an additional \$5.00 to note a lien...
P	NOL-F	OOSTLTR#12	This is to acknowledge receipt of an application for Noting of Lien... This application cannot be processed because there is an Out-Of-State title or MSO supporting your application. It will be necessary for the applicant to apply for Title and Registration at their local county clerk's office...
B/M	NOL		Applicant and/or lienholder's correct address, including zip code must be furnished.
			Application for Noting of Lien cannot be processed until an outstanding rejection has been cleared. If necessary, contact the Title Information Unit at 615/741-3101 for information relative to clearing the rejection. 55-2-107
			Correspondence to the first lienholder has been returned for non-delivery. Contact customer for the valid mailing address for the first lienholder. 55-3-104(A)(4)
			If your lien has not been satisfied, your affidavit for replacement certificate of title should originate with your lienholder.
			Notice of discharge of your lien is being returned because the discharge of lien must be signed by a representative of the company.
			Notice of discharge of your lien is being returned because the form needs to be completed in black ink or type. Illegible stamp not acceptable.
			Notice of discharge of your lien is being returned because the form dimensions are not compatible with our equipment. Use forms supplied or approved by Department.
			Notice of discharge of your lien is being returned because the identification number is for a different make or vehicle other than what you have indicated.
			Notice of discharge of your lien is being returned for the Certification of Title Number.
			Notice of discharge of your lien is being returned for the correct identification number of the vehicle.
			Notice of discharge of your lien is being returned for the date of the lien – month, day and year.

<b>Source</b>	<b>Letter Type</b>	<b>Letter Name or Number</b>	<b>Reason / Explanation of Letter Body</b>
			Notice of discharge of your lien is being returned for the date of the discharge of lien – month, day, and year.
			Notice of discharge of your lien is being returned for the make of the vehicle.
			Notice of discharge of your lien is being returned for the name and address of the lienholder.
B/M	NOL (Cont.)		Notice of discharge of your lien is being returned for the name of the owner.
			Notice of discharge of your lien is being returned for your lien code number under which lien was recorded.
			Since there has been a change/transfer of ownership, an Application for Title and Registration <u>must</u> be filed through the office of the applicant's local county clerk. Your lien may be shown on the application at that time. 55-3-107; 55-6-102 (A)
			Submit a discharge of lien from the lienholder identified on the front of the attached title. 55-3-114 (c )
			Submit a legible copy of the security agreement of the security agreement showing the lien date, the owner and lienholder name and mailing address, the year, make and identification number of the vehicle. The owners of the vehicle must sign the security agreement. (In the case of multiple ownership, if the names are joined with the conjunction and/or, both signatures are required to encumber the vehicle.) 55-3-123
			Substitution of collateral agreement must show description of both vehicles, or submit a copy of the original security agreement along with the substitution of collateral form. 55-3-123
			The enclosed note from your lienholder is self-explanatory. Please surrender your outstanding certificate of title.
			The first lienholder is unable to locate an account in the applicant's name. Contact the applicant relative to obtaining the account number under which payments are made to the first lienholder. 55-2-107
			The following outstanding lien must be discharged with the release date of evidence of transfer. LH _____ Address _____ Borrower _____ Date _____
			The lien shown on certificate of title must be released and date shown.
			The postal authorities are unable to deliver correspondence to the lienholder. Please furnish the correct name and/or mailing address.

<b>Source</b>	<b>Letter Type</b>	<b>Letter Name or Number</b>	<b>Reason / Explanation of Letter Body</b>
			There has been no response to our request from your lienholder for the surrender of you _____ certificate of title. Please contact your lienholder and request surrender of this certificate of title.
			To protect your interest, submit a signed copy of lien instrument showing year, make and vehicle identification number. This does not constitute a recording of your lien, therefore, return a copy of your security agreement or other lien instrument showing a complete vehicle description.
			Verify correct lienholder. Name should correspond on all documents.
B/M	NOL (Cont.)		Your lienholder is unable to locate a file on the referenced vehicle. Furnish your account number and the name of the selling dealer.
P	NOL Discharge-01	LIENREL2	To owner, new title not issued upon release of lien, discharge of lien is being processed.
P	NOL Discharge-02	DISCLIEN	Discharge of lien must be completed to issue replacement title to owner
P	NOL Recall-01	INCLIENH	Incorrect lienholder issued on title recall title
P	NOL Recall-02	LHNIEREV	Title issued with lien, should not have a lien, revoke and recall
P#	NOL Recall-03	OMITLIEN	Lien was omitted, revoke and recall
P#	NOL Recall-04	OMITW2LH	2 liens were omitted, revoke and recall
PUB	NOL Repossess-01	REPOSCOT	Instructions for a lienholder repossession
PUB	NOL Repossess-02	REPOTIT2	Instructions for repossession title (in state lienholder)
PUB	NOL Repossess-03	REPOTITL	Instructions for repossession title (out of state lienholder)
P	NOL Title-01	NOLSACWT	Noting of lien application and title show different vehicle description
P	NOL Title-02	STOR38	Title supporting noting of lien app indicates change of ownership on reverse
M	NOL-01	217 Letter	Return title from first lienor to note 2 <sup>nd</sup> lien
M	NOL-02	No Security Agreement Letter	We failed to request that you furnish a copy of the security agreement
M	NOL-03	Note of Lien Sold Letter	T&R can not note the Lien, ownership has been transferred
M	NOL-04	Note Lien on Sold Vehicle	The application became void when a Replacement Title was issued

<b>Source</b>	<b>Letter Type</b>	<b>Letter Name or Number</b>	<b>Reason / Explanation of Letter Body</b>
M	NOL-05	Noting of Lien Pending Letter	You should resubmit a corrected application for Noting of Lien
M	NOL-06	218 Letter	Your Lien has been noted
M	NOL-07	260 Letter	Surrender current certificate for issuance of a new certificate with Lien
M	NOL-08	Current Title and Discharge Lien	Title became void when a later Title was issued. Return Title with release of Lien
P	NOL-09	LIENREL	To lienholder, no new title issued upon release of lien
P	NOL-10	N2LIENSA	Application for noting of 2 <sup>nd</sup> lien-request for security agreement
P	NOL-12	NOLINCSA	Security agreement must show lienholders' complete name & mailing address
P	NOL-13	NOLSURND	Noting of lien-title was surrendered to another state
P	NOL-14	NOLWNAME	Noting of lien application in different name other than current owner
P	NOL-15	NOTABAND	Vehicle not abandoned, need mechanics lien
P	NOL-17	RCOT&NOL	Application for replacement can't support noting of lien, acquire replacement first
P	NOL-18	UNTITLED	Issued to incorrect lienholder – forwarded to owner – recall – issued to correct lienholder.
S	NOL-20	SF-0970	Inform applicant that lien is being returned since the T&R Division is unable to perform the discharge for 1 or more of the 13 reasons listed below. The TRUST system should only list the specific reasons for the return and omit printing the others.
			Missing Certificate of Title number
			Missing date of the lien – month, day, year
			Missing Make of vehicle
			Incorrect identification number of the vehicle
			Missing your lien number code under which the lien was recorded.
			Missing name of owner
			Missing name and address of lienholder
			Missing date of discharge of the lien
			Identification number and name of owner does not agree with our records

<b>Source</b>	<b>Letter Type</b>	<b>Letter Name or Number</b>	<b>Reason / Explanation of Letter Body</b>
			Identification number is for a different make or vehicle other than what you have indicated
			Complete form in <b>black</b> ink or type. Illegible stamp not acceptable
			Form dimensions are not compatible with our equipment. Use forms supplied or approved by Department.
			Discharge of lien must be signed by a representative of the company.
B/M	Non T&R	(reroute internally – no letter)	For the requirements to obtain driver license information contact the Driver License Division at 615/741-3954.
		(drop when no longer needed)	The State of Tennessee does not title boats, motors, etc. The file is being returned for your disposition. 55-3-101; 55-6-102(A)
		(reroute internally – no letter)	This division has no record of the apportioned plate referenced on your request. Contact the IRP division at 615/252-2295 to obtain the requested information.
B/M	Non T&R (Cont.)	(dealers only)	Your lien should be recorded through the office of the Secretary of State under the Uniform Commercial Code. The file is being returned for your dispositions. 55-3-126; 55-6-102(A)
			Your request does not comply with the guidelines as specified in Tennessee Code Annotated Section 55-25-107; therefore, we are unable to furnish you with the requested information.
P	Non T&R-01	NROPCOFO	No record of proper chain of ownership, contact that state for a bonded title
P#	Non T&R-02	NOTTENN	Resident of another state, contact that state relative to titling & registering
P#	Non T&R-03	NROOSRRF	Resident of another state, return application & documents, contact that state to title
P#	Non T&R-04	RCOTOROS	Return title, assignment on back shows owner is resident of another state.
G/P	Horse, mobile home, utility	HMU	One and two horse trailers, mobile homes, and utility trailers do not have to be titled and licensed in Tennessee.
F	Personalized	PERCKIST	Your choice is / or _____ your choices are taken. Please reapply.
			This license plate can be obtained through the local County Clerk's office.
			This plate cannot be personalized with numbers. If you would like to receive the regular series tag, please apply through your local County Clerk.

Source	Letter Type	Letter Name or Number	Reason / Explanation of Letter Body
			You failed to send the correct fee / or _____. You failed to send the money with your application. The price of this plate is ____\$25.00 / ____\$29.00/____\$50.00
			You failed to write what choices you are interested in obtaining.
			Your _____plate has only _____character spaces available.
			Your choice is / or_____ your choices are objectionable.
			You must have at least three character spaces and no more than seven on a regular personalized plate, including blank spaces.
			There are only six character spaces on a motorcycle plate, including blank spaces.
			In order to renew your license plate, please apply through your local County Clerk's office.
			In order for you to obtain a plate issued to someone else, you must send in a notarized statement from the individual relinquishing their rights to the plate. Apply through the Department of Safety, submitting this statement along with the correct fees.
			If you are in the military, please provide us with your LES stating that Tennessee is your home of record.
F	Personalized (Cont.)		Please fill out the application completely / or _____ one of your choices is okay.
			This plate will be available at your County Clerk's office on or about _____.
			Signs or symbols can not be used to personalize a license plate.
			Other_____
P	Personalized-01	MILITARY4	Enclosed is your personalized plate _____. It will be necessary for you to surrender license plate # _____ to our office upon receipt of this letter. Please address all correspondence to the above address and to the attention of Military Unit, Audit Unit. If you have...
P	Personalized-02	MILITPERS	We are in receipt of personalized license plate _____. In order for you to operate one consecutive year, you will need to remit _____. Please address all correspondence...
P	Personalized-03	LIMO	We approved and manufactured the cultural license plate with the configuration _____in error. We have determined that a business does not qualify for personalized license plates. Please return this plate to you local...



<b>Source</b>	<b>Letter Type</b>	<b>Letter Name or Number</b>	<b>Reason / Explanation of Letter Body</b>
P	Personalized-04	PEROBJCT	This office has approved your Application for Personalized License Plate in error. It has been determined the configuration is objectionable. Report to your county clerk with your license plate so...
P	Personalized - Environmental	ENVIRMERG	Our records indicate your personalized environmental automobile registration plate configuration consists of ____ characters. Due to the new design of the environmental registration plate and impending re-issuance of those plates, your configuration can only consist of a minimum of three characters and a maximum of five characters. You may apply...
P	Personalized - commercial	COMPLT	Our office sent you a letter dated _____. In this letter we stated that a business cannot purchase a personalized license plate in the company's name. Records indicate... We are asking that you return this plate to the county clerk's office as soon as possible...
P	Placard – 2nd	2NDPLACARD	We can issue a 2 <sup>nd</sup> placard at no charge if the disabled driver has more than one vehicle registered in their name. We can also issue...
PUB	Instructions for Disabled	PUBPLAC	The information required by the Department of Safety that must be completed by the customer and the doctor as it pertains to the Disabled Placard is listed below...
P	Placard approval	DPPLACAR	Your application for a Disabled Person Parking Placard has been approved. Your parking placard should be placed...
P	Plate Refund	MARILYN1	Plate number not verified. Provide additional information, fee overpaid, instructions for refund.
M	Plate-01	Tag Conflict Letter 1	We found a record of this License Plate in another individuals name.
P	Plate-02	INCPLATE	Incorrect license plate number
P	Plate-03	LICPLAT	Tennessee license plates are personal to owner, does not change with ownership
P	Plate-04	DVDISAPP	We have received your request for the issuance of a Disabled Veteran License Plate. To be eligible for this special registration, you must submit a certification from the Veteran's Administration, stating... The certification(s) enclosed with this application are not acceptable and do not meet the 100% disability qualifications. If you require further assistance...
P	Plate-05	DEFACED	License plate altered or defaced, apply for anew plate
P	POW- approval	POWAPPVL	Let this serve as your authority to issue up to two Prisoner of War plates...

<b>Source</b>	<b>Letter Type</b>	<b>Letter Name or Number</b>	<b>Reason / Explanation of Letter Body</b>
P	Recall	RECALLMCOF	The Department of Safety, Title and Registration Division, has determined that the Tennessee Certificate of Title Number _____ bearing the above identification number was erroneously issued. In checking...
G/P	Recall anything	RECALL	Please send us _____ due to _____ along with a copy of this letter. (NOTE TO VENDOR: If fees are due, include them also.)
P	Recall Placard	RECALLPLAC	We recently sent you a Disable Parking Placard ( <u>number</u> ) that was sent to you in error. This placard belongs to someone else, we are asking you to return this placard...
P	Receipt acknowledgement	EXPEND	This is to acknowledge receipt of remittance you have already paid for the services you have requested. Therefore we are returning your check/money order to you. If you need further assistance...
PUB	Refund - instructions	REFUND	Instructions to customer to request a refund.
P#	Refund from County Clerk	REFUND2	Under the provisions of ... The Department of Safety therefore cannot refund an amount of money it has not received. If you need further assistance...
P#	Refund-01	FEPAID	Fee already paid, refund enclosed.
P#	Refund-02	MARILYN3	No record of title being issued on vehicle. Fee overpaid, instructions for refund
P#	Refund-03	REFUND1	Returning file for your disposition, initiating a refund
P#	Refund-04	REFUND2	Under the provisions of TCA 55-6-104, county clerks... The Department of Safety therefore cannot refund an amount of money it has not received.
P#	Refund-05	LIMITATION	We have received your claim for refund on the _____ registration. The law established in July, 1995 stated that the statute of limitations on refunds requires all requests to be submitted six months from the date of payment. We regret that the statute of limitation expired ...
P#	Refund -06	REF	In response to your request for a refund there are no provisions in the state law that states the Department of Safety is responsible for the reimbursement of fees paid in another state. If you have additional questions...
P#	Refund -07	REF01	We have received your request for a refund and unfortunately we can not honor your request. After reviewing our files, the twenty-five dollars (\$25.00) that you remitted for the ( <u>cultural plate name</u> ) tag was the required fee needed to initiate production of this plate. If you have any questions...

<b>Source</b>	<b>Letter Type</b>	<b>Letter Name or Number</b>	<b>Reason / Explanation of Letter Body</b>
P#	Refund -08	REF05	We have received your letter requesting a refund of the _____ dollars (\$N.NN) that you paid at the clerk's office in _____. Unfortunately, we are unable to honor your request. After checking our files, our office has no record of receiving such money. Please contact your county clerk's office concerning your refund...
P#	Refund-09	REF07	We are in receipt of your Claim for Refund and are returning same. The information that you furnished our office does not indicate that you paid a duplicate fee. We are unable to determine anything erroneous or illegal regarding these transactions; so therefore, we are returning this claim to you for your disposition. If you need to contact our office...
B/M	Refund-10	LETTER1&2	The law provides for refund in instances of illegal or erroneous collection... There is no provision in the law for a refund issued for the unused portion of a registration... Should you purchase another vehicle, this license plate may be assigned to that vehicle for the remainder of the registration period...
B/M	Refund-11	LETTER3	This is to acknowledge receipt of your Claim for a Refund. We cannot approve your claim for a refund. Any vehicle titled in the state of Tennessee must be registered with a license plate, We are returning your claim for a refund...
B/M	Refund-12	LETTER5	We are in receipt of your Claim for a Refund. Before it can be determined as a valid claim, you must submit a copy of the registration currently being operated on the vehicle and return along with a copy of this letter. We are retaining...
B/M	Refund-13	LETTER6	We are in receipt of your Claim for a Refund. Before it can be determined as a valid claim, you must surrender the registration for which you are requesting a refund, i.e. the license plate and/or decal, and return along with a copy of this letter. We are retaining...
B/M	Refund-14	LETTER7	We are in receipt of your Claim for a Refund. Before it can be determined as a valid claim, you must submit a notarized statement stating the date the vehicle was transferred from you to the new owner and return along with a copy of this letter. We are retaining...
B	Refund-15	LETTER8	We are in receipt of your Claim for a Refund... you must submit a copy of the death certificate...
B	Refund-16	LETTER9	We are in receipt of your Claim for a Refund... you must submit a copy of the accident report...

<b>Source</b>	<b>Letter Type</b>	<b>Letter Name or Number</b>	<b>Reason / Explanation of Letter Body</b>
B/M	Refund-17	LETTER10	We are in receipt of your Claim for a Refund. Before it can be determined as a valid claim, you must submit the following. Basis for your claim. 1. Any other documents to support your claim. 2. A copy of this letter. We are retaining...
B/M	Refund-18	LETTER11	We are in receipt of your Claim for a Refund. Before it can be determined as a valid claim, you must submit the following. 1. A copy of the Divorce Decree. 2. A copy of this letter. We are retaining...
P	Refusal	REFUSAL	This letter is to inform you the House Plate (name) has been refused for the following reason...
M	Registration-01	Incorrect Reassignment	Application reflects erroneous re-assignment of Registration
M	Registration-02	SEMIPLAT	Permanent registration for freight trailers, semi-trailers, and pole trailers per TCA 55-4-113 (6)
P	Registration-03		Remit lessee registrant fee of \$2.00.
M	Reject-01	Rejection Letter	This application can not be approved
M	Reject-02	Recall Reject Letter	Application for Title was rejected
P	Reject-03	REJECT99	Rejecting an application for reasons not on list
M	Renewal-01	Sold Letter	When attempting to update the Registration Renewal on this vehicle we find you sold this vehicle
M	Renewal-02	Surrender Letter	We can not renew this registration
M	Renewal-03	Renewal Reject Letter	Renewal failed because of outstanding rejection
P	Renewal-04	RENEWAL	Owner did not receive renewal notice, take this to court for verification
B/M	Repossess		Submit copy of itemized statement of charges/claims to complete repossession.
			Submit evidence of advertisement, which has run in a local newspaper for at least two weeks, or a copy of an advertisement posted in three public places for a least ten days.
			Submit properly completed affidavit of sales under special conditions to complete repossession.
			Submit properly completed requests for verification of ownership on abandoned vehicles to complete repossession.

Source	Letter Type	Letter Name or Number	Reason / Explanation of Letter Body
			Submit registered mail receipt from all parties to complete repossession.
G/P	Response	RESPONSE	The answer to your concern in your attached letter is _____. DESIGN NOTE: All incoming letters are scanned.
B/M	Return		Our records indicate _____ as the current owner of this vehicle; therefore, duplicate certificate of title cannot be issued in your name.
			Our records indicate the applicant no longer owns this vehicle. The file is being returned for your disposition. 55-2-107; 55-6-102(A)
			Our records indicate the Tennessee Certificate of title was surrendered to the State of _____ on _____, therefore, duplicate certificate of title cannot be issued. We suggest you contact the motor vehicle division in the state of _____ for further reference.
			This vehicle has been repossessed by the first lienholder. The file is being returned for your disposition. 55-2-107; 55-6-102(A)
			This vehicle is leased, not owned, by the applicant. The file is being returned for your disposition. 55-3-123; 55-2-107; 55-6-102(A)
			We are returning this file for your disposition. Application for certificate of title and registration can not be processed until the _____ title is surrendered. You will be unable to renew your registration at the time of expiration if the rejection has not been cleared.
			We have received information indicating the applicant has instituted bankruptcy proceedings. The file is being returned for your disposition. 55-2-107; 55-6-102(A)
P	Return remittance	EXPEND2	We are in receipt of your request and it is being processed. The information you have requested requires no fee, therefore, we are returning your remittance.
M	Returned-01	File App Through County Clerk	Application for Title to be filed through your local county clerk
P	Stolen	STOLEN-TIMAILED	Certificate Title Number _____ was erroneously issued and mailed to. The title has been suspended as a stolen...
P	Stolen-1	STOLEN TISUSP	Certificate Title Number _____ was erroneously issued and is being held in our suspense file. A stolen report exists...
B/M	Supporting Documents		Advise if _____ and _____ refer to the same person/company. (The name must be the same on all documents. 55-3-112 (I)

<b>Source</b>	<b>Letter Type</b>	<b>Letter Name or Number</b>	<b>Reason / Explanation of Letter Body</b>
			Affidavit for duplicate certificate of title must be properly notarized with a notary seal indicated.
			Altered documents must be explained by a notarized statement to complete documentation.
			Applicant must sign required document in the space provided to complete documentation.
			Application for certificate of title in the name of _____ was rejected to _____ on _____. Application must be corrected and returned before title can be processed. The application was rejected for the following reason(s):
			Application must be supported with affidavit as to ownership and use for those vehicles to be issued government service registration under the provisions of section 55-4-223 T.C.A.
			Application must be supported with the outstanding certificate of title properly assigned with sufficient transfers to establish ownership from the registered owner to _____.
			Assignment of title and/or reassignment by licensed dealer must be signed by the seller. If a company, the name of the firm and signature of an authorized representative is required.
			Assignment of title and/or reassignment by licensed dealer must show purchase price of vehicle and/or amount of sales tax paid. If the vehicle is leased, furnish tax number under which it was paid.
			Documentation is not acceptable in this state; therefore, the seller is required to obtain a certificate of title in his resident state prior to assigning in Tennessee.
			Documentation is not acceptable in this state; therefore, the seller is required to obtain a certificate of registration in his resident state prior to assigning in Tennessee.
			Furnish a notarized letter of approval form the current and valid owner.
			Furnish proof of purchase (i.e., a copy of the front and back of your assignment of title or a notarized bill of sale, along with a verification of the vehicle identification number from a licensed dealer or police officer).
			IN case of multiple ownership, signature of each individual is required to transfer ownership or encumber the vehicle.
			In order to comply with the Tennessee abandoned vehicle law, TCA Section 55-16-104; you must submit the attached form (SF-0957) to this office, completed in its entirety.

<b>Source</b>	<b>Letter Type</b>	<b>Letter Name or Number</b>	<b>Reason / Explanation of Letter Body</b>
			Issuance of a Tennessee certificate of title is prerequisite to completing registration. Give certificate of title number or, if certificate has not been issued. Application should be filed through the county clerk's office supported with proper documentation.
			Our records indicate Tennessee certificate of title was surrendered to _____ on _____, therefore, registration can not be allowed. Correct accordingly.
			Per your request, we are returning the enclosed documentation for your disposition.
			Photostatic copies are not acceptable. Surrender the original documents.
B/M	Supporting Documents (Cont.)		Please submit a certification of the actual vehicle identification number from an authorized dealer.
#			Please submit a legible pencil tracing of the vehicle identification number. Write the numbers beneath the tracing (use a soft lead pencil on paper over number to obtain pencil tracing).
			Please verify the year, make and body type of the referenced vehicle.
			Pre-certification is required prior to issuance. Contact the anti-theft unit.
			Release of stolen car report is required prior to title issuance and/or registration update. Vehicle reported stolen to _____ file number _____, dated _____. Contact the police agency for assistance.
			Replacement, renewal and/or reassignment of registration cannot be allowed since our records indicate the applicant is not the owner of the vehicle. Correct registration accordingly.
			Submit a copy of letters of administration or testamentary to complete documentation.
#			Submit a legible pencil tracing of both the model and vehicle identification number. Write the numbers beneath the tracing (use a soft lead pencil on paper over number to obtain tracing).
			Submit affidavit of inheritance completed in its entirety.
			Submit affidavit of sales under special conditions to complete documentation.
			Submit affidavit of seller in cases of bankruptcy, insolvency, attachment, replevin or other judicial sale to complete documentation.

<b>Source</b>	<b>Letter Type</b>	<b>Letter Name or Number</b>	<b>Reason / Explanation of Letter Body</b>
			Submit affidavit to register vehicle in the multi-county zone classification to complete documentation.
			Submit applicable power of attorney, completed in its entirety, to sign transfer and/or application.
			Submit application for replacement plate to complete documentation.
			Submit copy of court order vesting ownership to complete documentation.
			Submit copy of final divorce decree showing complete description of vehicle and/or to whom the vehicle was awarded.
			Submit option to purchase agreement to complete documentation.
			Submit owner's authorization for registration to be issued to lessee to complete documentation.
			Submit Power of Attorney properly completed to sign required documents. 55-2-107
B/M	Supporting Documents (Cont.)		Submit the last odometer disclosure statement, completed in its entirety, from the previous owner to the applicant. If the surrendered TN Certificate of Title was January 2, 1990, or after, the odometer disclosure statement must be completed on appropriate assignment.
			Surrender (if applicable, properly assigned) Tennessee certificate of title number _____ issued to _____ and mailed to _____, _____, _____, _____. If the requested certificate cannot be located, complete the enclosed affidavit for replacement certificate of title in its entirety and return with a check or money order in the amount of \$5.00. If this is an application for noting of lien, you must obtain a replacement and upon receipt of same resubmit the complete rejection file.
			Surrender the outstanding _____ certificate of title.
			Surrender Title Number _____. Copies are unacceptable. 55-3-123
			The application must be supported with a properly assigned manufacturer's certificate of origin and itemized new car invoice.
			The assignment of title and/or title extension form(s) must be submitted in sequence to establish ownership from _____ to _____.
			The complete description of the vehicle including the vehicle identification number must be shown on the security agreement.



<b>Source</b>	<b>Letter Type</b>	<b>Letter Name or Number</b>	<b>Reason / Explanation of Letter Body</b>
			The correction fluid, erasure, or any alteration on the certificate of title voided the certificate. You must file for a replacement certificate of title. If the supporting title is from Tennessee, remit fee of \$5.00. Retain this file until the replacement title is received then resubmit the file to this office with the properly assigned replacement certificate of title.
			The description of the vehicle must be on the security agreement. 55-3-123
			The description of the vehicle should correspond on all documents.
			The enclosed letter/note is self-explanatory. Surrender Title Number _____. 55-3-123
			The enclosed vehicle information must be completed in its entirety and must include the requesting party's signature and driver license number.
			The enclosed vehicle information request must include the purpose for your request.
			The files of the Title and Registration Division are maintained by make and vehicle identification number. This information will be necessary to complete your request.
B/M	Supporting Documents (Cont.)		The make, vehicle identification number, and value of trade-in vehicle should be shown on assignment of title and/or title extension form.
			The name of the owner and/or owner's signature shown on the application must agree with the ownership document.
			The owner(s) signatures(s) must be on the application and security agreement. 55-3-123
			The referenced license plate on your request cannot be verified as a valid Tennessee plate. Verify the license plate, advise the county and date of issue and resubmit.
			The security agreement must be legible. 55-3-123
#			The vehicle identification number referenced on your request cannot be verified as valid. Submit verification of the vehicle identification number (i.e., pencil tracing or a certification from a licensed dealer or police officer).
			The vehicle owner identified on the surrendered certificate of registration is not the same as the owner shown on the application, therefore, a reassignment of registration cannot be allowed. Correct documents accordingly.

<b>Source</b>	<b>Letter Type</b>	<b>Letter Name or Number</b>	<b>Reason / Explanation of Letter Body</b>
			There is no evidence that _____ has filed application, obtained title in his name, and paid the required taxes to accomplish the transfer of ownership.
			This application was submitted with an insufficient address and therefore cannot be processed. Furnish the complete street address of the applicant to comply with the requirements of the postal authorities.
			We find no record of certificate of title having been issued. If available, submit certificate of title number, copy of the original application, or advise date of application, county in which filed, and county clerks invoice number on which it was listed at the time it was submitted to the division.
			We find no record of payment having been received in this office, provide proof of payment (copy of the front and back of your canceled check including the control number generated by this office) and resubmit.
			We find no record of title and registration having been issued for the vehicle identification number, license plate or name that you inquired upon.
			We have searched our files and find no record of the vehicle identified on the attached documents having been titled in Tennessee. Verify the identification number of the vehicle and/or submit evidence the owner has filed application for title and registration. 55-2-107
P	Supporting Documents Returned	219	No vehicle description, no explanation, return documents
M	Supporting Documents-01	Verify VIN & Docs Letter	Please furnish verification of the VIN and documentation to establish ownership
M	Supporting Documents-02	Lease Letter for Title	You are requested to surrender the outstanding Certificate along with this letter
M	Supporting Documents-03	Signature on Replacement Letter	The owners signature does not correspond to his previously recorded signature
M#	Supporting Documents-04	Legible Pencil Tracing Letter	Return a legible pencil tracing to this office with a copy of this letter
M#	Supporting Documents-05	Pencil Tracing Letter	Submit a legible pencil tracing to this office with a copy of this letter
M	Supporting Documents-06	Recall VIN Letter	The VIN issued to you was prepared in error. Please return it for another VIN.

<b>Source</b>	<b>Letter Type</b>	<b>Letter Name or Number</b>	<b>Reason / Explanation of Letter Body</b>
M	Supporting Documents-07	Follow Up Letter	Please let us have a reply
P	Supporting Documents-08	269	Follow up letter, asking for a reply
P	Supporting Documents-09	ADDRCORR	Corrected our records to show your correct address
P	Supporting Documents-10	CORR	Give a correspondence #, no letter
P	Supporting Documents-11	INCVIN	Verification Tennessee title was issued with incorrect VIN
P	Supporting Documents-12	INCYEAR	Verification Tennessee title was issued showing incorrect year model
P	Supporting Documents-13	INVIN	Title contains incorrect VIN
P	Supporting Documents-14	MSO	Original MSO submitted in error, copy is acceptable to transfer ownership
P	Supporting Documents-15	NOVIN	Application for replacement, with no VIN
P	Supporting Documents-16	RCOTAPPS	Received fee for replacement, request another application to be completed.
P	Supporting Documents-17	RCOTSURD	Replacement application – title was surrendered to another state
P	Supporting Documents-18	RCOTWNME	Replacement application in name other than current owner
P	Supporting Documents-19	RCOTWOAP	Replacement title request must complete an application
P	Supporting Documents-20	REPAPINC	Replacement application must be signed and notarized
P	Supporting Documents-21	RTAFRAUD	Replacement application – owners signature does not match with original signature
P	Supporting Documents-22	SALETXPD	Verification of amount of sales tax paid
P	Supporting Documents-23	SECURDPA	Secured power of attorney used to transfer ownership, not acceptable
P	Supporting Documents-24	STOR20	Verification of license plate and title issuance and expiration date
P	Surety Bond	SURETY	Please complete personal surety bond as directed

<b>Source</b>	<b>Letter Type</b>	<b>Letter Name or Number</b>	<b>Reason / Explanation of Letter Body</b>
P	Title Recall-01	Recall Title Letter	Title was erroneously issued to another person.
M	Title Recall-02	Recall Cancelled Title Letter	Title became void when a later Title was issued
M	Title Recall-03	Recall Title to Record Lien	T&R can not note the Lien, became void when a later Title was issued.
M	Title Recall-04	INCMAIL	Title mailed to wrong address with correct owner listed, recall title
P	Title Recall-05	INCPTDN	Incorrect permit to dismantle # issued, recall title
P	Title Recall-06	INCTITL#	Incorrect title # issued on title, recall title
P	Title Recall-07	RINCNAME	Tennessee title issued in incorrect name recall
P	Title Recall-08	RINCVIN	Tennessee title issued with incorrect VIN – recall
P	Title Reject	APPREJ	Application rejected for surrender of foreign title
P	Title Return-01	Sold and Obtain Replacement Title	You obtained a replacement Title voiding the original, return outstanding certificate
M	Title Return-02	Incorrect information letter	Certificate of Title was erroneously issued to you, return it
M	Title Return-03	INCFCOFT	Out of state title erroneously surrendered, send back to that state
P	Title Return-04	INCBRAND	Incorrect title brand, photostatic copies enclosed.
P	Title Return-05	RTRNTOCC	Return application and fee, title found and being forwarded
P	Title Return-06	UNABLE	Received title and fee no explanation
P	Title Return-07	VSPTUDI	Duplicate certificate of title erroneously issued, please return
P	Title Return-08	JOYCE	We are in receipt of your <u>(state)</u> Certificate of Title for transfer of ownership. In order for us to complete this process...
P	Title Revoked-01	REVOKE	Title erroneously issued, lien not shown, title revoked.
P	Title Revoked-02	ENFORCE	Request enforcement officer to pick up revoked title
P	Title-01	238 Letter	Request surrender of Tennessee Title
M	Title-02	Divorce Decree	We are in receipt of an application for Title & Registration, this application is supported with a Divorce Decree, return the Title.
M	Title-03	Incorrect Foreign Title	We find no record for an application for Certificate of Title
M	Title-04	279 Letter	Your Title is being replaced
M	Title-05	No Record Letter	We find no record of the vehicle being Titled.

<b>Source</b>	<b>Letter Type</b>	<b>Letter Name or Number</b>	<b>Reason / Explanation of Letter Body</b>
M	Title-06	Follow up 217 Letter	You did not respond to our request for the release of Title
M	Title-07	270 Letter	Foreign title is being replaced by a Tennessee title
P	Title-08	90 DAYS	Replacement title recently issued, no record on non-delivery
P	Title-09	ALTERDTT	Title was altered
P	Title-10	ASSIGNED	Title needs to be properly assigned on the reverse side
P	Title-11	CORRASIS	Title is correct as issued according to microfilm
P	Title-12	COTISUED	Title was already issued, advise if replacement is needed.
P	Title-13	DOOSTNOB	Unable to obtain duplicate out of state title, Tennessee title is current on vehicle
P	Title-14	DOOSTOBT	Received duplicate out of state title, send to that state
P	Title-15	DUPOOSTL	Surrender duplicate out of state title
P	Title-16	FOREIGN	Surrender out of state title
P	Title-17	HIGHERT#	Lower title # void when higher title # was issued, surrender higher title #
P	Title-18	INCNAME	Verification title was issued with wrong name listed as owner
P	Title-19	NOLETTER	Permission to title without registration tax is denied
P	Title-20	NONDEL	Title was returned to us for non delivery pick up at county clerk's office
P	Title-21	NORECORD	Returning your application – we find no record
P	Title-22	NOTLOST	Title # erroneously issued, former title not lost, assigned and delivered to subsequent buyer. Title suspended, return immediately. 55-5-117 (a) 1
B/M	Title-23		Effective July 1, 1993, the title fee changed to \$5.00. Remit additional fee due.
B/M	Title-24		Fee to re-register by the entireties is \$2.50. Remit balance due.
P	Title-25	REASN2BL	Reason to believe incorrect VIN, recall title
P	Title-26	REPLMENT	2 replacement titles issued on same vehicle, revoke & recall lower title #
P	Title-27	REVOKE	Duplicate certificate of title number erroneously issued, please return
P	Title-28	ROLFSUB	Upon release of lien, no new title issued, fill out space provided on title

<b>Source</b>	<b>Letter Type</b>	<b>Letter Name or Number</b>	<b>Reason / Explanation of Letter Body</b>
P	Title-29	STOR18	Permission to title without registration is granted
P	Title-30	STOR21	Permission to title without tax denied
P	Title-31	TITLEDES	Title returned to office for non-delivery, then destroyed, replacement issued at no charge
P	Title-32	TITLEISU	Title already issued, request for replacement returned, resubmit if not received
P	Title-33	TITLEONLY	Permission to Title only is granted, go through county clerk
P	Title-34	TTLNOTIS	Foreign title not surrendered, Tennessee title not issued
P	Title-35	MILITARYSUSP	This is to acknowledge receipt of an Application for Certificate of Title and Registration, covering the referenced vehicle and owner. Due to improper documentation, this application cannot be approved. Surrender the Certificate of Origin and a copy of this letter, Certificate of Title will be issued and mailed to ...
P	Title-36	MILITARY5	When changing the ownership of Tennessee Title and Registration from jointly owned (two or more names) to single ownership (one name), Tennessee Law requires that you pay a new registration fee. Your current registration plate is non-transferable since it is jointly owned. Please remit the following fees...
B/M	Title-37		If the outstanding title cannot be located, complete the enclosed SF-0964 and return along with the required fee of \$5.00. 55-3-123
P	Title-38	NAMCHGE	In order to process your application for a name change, we will need a copy of your Marriage Certificate along with an additional \$5.00 title fee. If you have any concerns...
B/M	VIN-01		Remit fee of \$10.00 to assign DMV number to replace identification number.
P	VIN-02	RCOTNVIN	Replacement application with no VIN
P	VIN-03	STOR23	No record, however VIN is not correct

**Attachment J: Fee Schedules****Fee Schedule Table 1 of 2**

<b>FEE DESCRIPTION</b>	<b>TCA Statute</b>	<b>Government Authority</b>	<b>\$ Fee Cap</b>	<b>\$ State Fee</b>	<b>\$ County Fee</b>	<b>Special Business Rule/Comments</b>
<b><u>TITLE</u></b>						
County Fees collected for Titles (County Fees are often referred to as Issuance fees)	55-6-104(4)	County	None	N/A	3.00	This county fee of (\$3.00) is applicable for the processing of any title application processed through a county. The county fee is added to the general fees for the title services (\$5.00) or Lien Services (\$5.00) to complete the total cost associated with a title or lien activity. In some special circumstances the fees for the activities are waived as in the discharge of a lien or where a title is surrendered to the county clerk. Title fees that can be legally processed at the state verses a county (example: processing a title without change in ownership, military titles) do not attract the county fee of \$3.00). Other cases of waivers are displayed in the table.
New Title Fee	55-6-101(a)(1)	State County	None	5.00	3.00	Applies to all new motor vehicles being titled for the first time in Tennessee or where there is a change in ownership of an existing Tennessee title.
Duplicate Title Fee	55-6-101(a)(4)	State County	None	5.00	3.00	Applies to the production of a copy of a title from existing motor vehicle information in the T&R Division.
Corrected Title - Owner Request	55-6-101(a)(1)	State County	None	5.00	3.00	May include name changes or other update to the title without change in ownership status.
Corrected Title - Address Change (System Only)	55-6-101(a)(1)	State County	None	0.00		This waiver applies to address changes that are requested without the need to generate an updated title.
Corrected Title - State/County Error	courtesy practice	State County	None	0.00	0.00	This applies to errors made by the state or identified by customers and acknowledged by the state as errors duly made by omission or inaccuracies concerning title information and require further processing to effect the necessary correction.
Surrendered Title	courtesy practice	State County	N/A	0.00	0.00	Applies to foreign titles surrendered to T&R from another state in an effort to secure a Tennessee title. These titles are batched and mailed to the respective state of concern.
Noting of Lien Fee	55-6-101(a) (2)	State County	None	5.00	3.00	Applicable to situations where a lien application is made without the simultaneous request for a title application.
Noting of Lien accompanying application for Title	courtesy practice	State County	None	0.00	0.00	Applicable to situations where an application for Title is accompanied by the need to complete a Noting of Lien. There is only a single state fee for the Title processing (\$5.00) and the Noting of Lien fee is waived.
Extension of Lien (Lien maintenance)	55-6-101(a)(3)	State County	None	5.00	3.00	Applicable to refinancing situations for a existing lien.
Discharge Lien	courtesy practice	State County	None	0.00	0.00	Fees waived for the release of any financial obligation from liens.
Salvage Certificate	courtesy practice	State	None	0.00	0.00	Fees waived for the processing of salvage certificate.
Rebuilt Certificate Conversion Fee (For converting salvage documents to certificate of title)	55-3-208(c)	State	None	45.00	0.00	This fee only provides for rebuilt certification costs. Application for title has to be made at the county level if the applicant is not an authorized rebuilder. The processing of a rebuilt certificate is only performed by the state.

<b>FEE DESCRIPTION</b>	<b>TCA Statute</b>	<b>Government Authority</b>	<b>\$ Fee Cap</b>	<b>\$ State Fee</b>	<b>\$ County Fee</b>	<b>Special Business Rule/Comments</b>
Rebuilt Certificate Conversion fee (Authorized Rebuilder)	55-3-207(a)	State	None	5.00	0.00	This is an additional state fee (\$5.00), charged to an authorized rebuilder to supplement rebuilt certification costs and the issuing of a Title for the rebuilt vehicle. This fee is referred to as the rebuilder conversion fee. The rebuilder conversion fee (\$5.00) is added to the "rebuilt certificate conversion fee" (\$45.00) plus the fee for processing a title (\$5.00) to amount to a total of (\$55.00) deemed payable by a rebuilder for this activity.
Lessor/Lessee Fee	55-4-101(d)(1)	State	None	2.00	0.00	This is a one time fee charged on first issuance of a registration for a lease. It is collected when a lessor authorizes a lessee to register. This fee is not charged on renewal.
<b><u>MAIL FEES</u></b>						
Special Registration Renewal/Decal	55-4-105(c)	County	None	N/A	1.00	Applicable to special mail order of decals for renewal purposes. These fees are not remitted to the state.
Special Registration Renewal/Plate	55-4-105(c)	County	None	N/A	2.00	Applicable if and only if a new plate is being mailed to an applicant. (e.g. a new plate year). These fees are not remitted to the state.
<b><u>MISCELLANEOUS FEES/ VOLUNTARY CONTRIBUTIONS</u></b>						
Organ Donation	55-4-601	County	None	N/A	1.00	Collected on a voluntary basis upon the registration or registration renewal of a vehicle. These fees are not remitted to the state.
Clerks Sales Tax Fee	55-6-104(5)	County	None	N/A	1.00	Only applicable when Sales Tax from casual sales are collected by the county clerk. These fees are not remitted to the state.
Open Title Penalty Fee	55-3-127(f)	State	None	25% of NADA value of vehicle	N/A	The calculation for this amount is determined by 25 % of the NADA value of the vehicle. Applicable only to cases where purchaser is in breach of open title law. (i.e. purchaser's name is not endorsed on the title)
Staggered Fees - Credit Provisions	55-4-104(b)	State	None	#	2.50	This calculation offers credit to the owner/registrant on a monthly basis when a plate is being re-assigned to another vehicle or a plate is being surrendered for another plate class or specialty plate. Credit for registration given for the staggered system and surrendered in application of a registration in a class with annual expiration date will be established by giving credit for (1/12) one-twelfth of the base registration fee for each month remaining by issuing the expiration date as a base. The initial standard state fee of \$2.75 (New system Fee \$1.00 + Reflectorization \$1.00 + Trooper Safety Fee \$0.75) is considered a flat fee and is not pro-rated in this credit. <b># = (1/12) of Base Registration fee for each month remaining using expiration date as a Base</b>



<b>FEE DESCRIPTION</b>	<b>TCA Statute</b>	<b>Government Authority</b>	<b>\$ Fee Cap</b>	<b>\$ State Fee</b>	<b>\$ County Fee</b>	<b>Special Business Rule/Comments</b>
Surety Bond Fee		State	None	0.00		If the department is not satisfied as to the ownership of the vehicle or that there are no undisclosed security interests in it, the department may register the vehicle, and as a condition of issuing a certificate of title, require the applicant to file with the department a bond upon the form prescribed by the department, executed by a corporate surety company duly licensed to transact business in the state of Tennessee, or a personal bond with two (2) solvent personal sureties thereon. The bond shall be in an amount equal to one and one-half (1 and 1/2) times the value of the vehicle, as determined by the department and conditioned to indemnify any prior owner and Lienholder and any subsequent purchaser of the vehicle or person acquiring any security interest in it. The bond shall be returned at the end of three (3) years or prior thereto if the vehicle is no longer registered in this state and the currently valid certificate of title is surrendered to the department, unless the department has been notified
Education Sticker Fee	55-4-203(d)	State	None	2.00	23.00	This is a fee (\$25.00) is collected separate and apart from any title and registration processing. It is collected on behalf of the local education boards in the counties. A total of (\$23.00) is retained in the county while a total of (\$2.00) goes to the state.
ATV sticker Fee		State	None	0.00	0.00	Applies to All Terrain Vehicles (e.g., Dune buggy). Fees waived for issue of this sticker. Usually issued simultaneously with application for title.
<b><u>INFORMATION REQUESTS</u></b>						
Multi-Record Request - Base Fee	Administrative memo	State	300.00	300.00	N/A	Applicable to first time customers requesting a report containing information on motor vehicles. This <b>one-time fee</b> is applicable regardless of the number of records that will be accessed. The reports are generally "ad-hoc" requests on a particular vehicle type.
Fee Per 1000 records	Administrative memo	State	None	20.50 per 1,000 records	N/A	This is the on-going fee charged to a customer after they have established an account by having once paid the initial base fee (\$300.00).
Computer Printout	55-2-106	State	None	1.00	N/A	Applicable to the generation documentation concerning an applicants title or registration information on a vehicle.
Supporting Documents	55-2-105(b) Administrative memo	State	None	5.00	N/A	Applicable to the generation documentation concerning the complete history of a single vehicle. Fee stated in statute (\$0.50) for each document not used in practice as a result of the inability to predict the total number of documents before the activity is completed. For this reason the T&R Management has applied a standard fee of \$5.00 to all such activities.
Complete Vehicle History	55-2-105(b) Administrative memo	State	None	15.00	N/A	Applicable to the generation documentation concerning the complete history of a single vehicle. Fee stated in statute (\$0.50) for each document not used in practice as a result of the inability to predict the total number of documents before the activity is completed. For this reason the T&R Management has applied a standard fee of \$15.00 to all such activities.
Information from Special Interest groups: County Clerks, Law Enforcement Agencies, CID, TIES	courtesy practice	State	None	0.00	N/A	Information requests are waived for certain T&R customers
Issuing Duplicate of Documents	55-6-101(a)(6)	State	2.00 per tx	2.00	N/A	This fee applies to the generation of duplicate registration documents for customers that is not covered explicitly by TCA statute. The amount varies from \$0.50 up to a maximum of \$2.00

<b>FEE DESCRIPTION</b>	<b>TCA Statute</b>	<b>Government Authority</b>	<b>\$ Fee Cap</b>	<b>\$ State Fee</b>	<b>\$ County Fee</b>	<b>Special Business Rule/Comments</b>
Abandoned Vehicle Search	courtesy practice	State	None	0.00	N/A	This waiver is applicable to wrecker services or garages that request information on abandoned vehicles for purposes of contacting owner and or determining if vehicle is stolen.
<b>REGISTRATION</b>						
Passenger Plate Base Fee	54-4-111(a) Class (B) 55-4-111(a)(2)	State	None	18.75	N/A	The base fee (\$18.75) is applicable to all registration that is processed for a passenger vehicle. Included in this fee is \$1.00 that is paid to the Police pay Supplement fund. The base fee (\$18.75) is coupled with the standard state fees (\$2.75) for plates to total (\$21.50) for the cost of registering a passenger vehicle.
Trooper Safety Fee	55-4-103(f)(2)	State	None	0.75	N/A	This fee is part of the component of the standard state fee that is applicable to all plates.
New System Fee	55-4-132(a)	State	None	1.00	N/A	This fee is part of the component of the standard state fee that is applicable to all plates.
Reflectorization Fee	55-4-101	State	None	1.00	N/A	This fee is part of the component of the standard state fee that is applicable to all plates.
Standard State Fee for Plates		State	None	2.75	N/A	This standard state fee is applicable to all registration that is processed for a passenger vehicle. It represents the sum (\$2.75) of the Trooper Safety fee (\$0.75), plus the New System fee (\$1.00) and the Reflectorization fee (\$1.00)
County Fees for registration and plate issuance	55-6-104(1)(A)	County	None	N/A	2.50	This is the general fee counties collect for processing registration and issuing plates. This same fee amount is applicable to plate transfers.
AUTOMOBILE (REGULAR) - Example of all fees payable for this activity	54-10-111	State County	None	<b>21.50</b>	2.50	This is the total regular fees applicable to the registration of any passenger vehicle. It consist of the base fee (\$18.75) + the standard state plate fee (\$2.75). The county fees are added with any applicable wheel taxes to complete the cost of this activity.
Duplicate Plate	55-4-103(g)	State County	None	12.75	2.50	Modified from the present calculation of \$14.75 to be compatible with the new replacement fee of \$12.75. The county fees are added with any applicable wheel taxes to complete the cost of this activity.
Replacement Plate	New	State County	None	12.75	2.50	New, not stated explicitly in county clerk manual or TCA statute. Existing statute revisited and new interpretation decided on. This fee is composed of the standard state fee (\$2.75) for plates and a replacement fee (\$10.00) as per memo from McAdams on 01/08/01.
New VIN plate	55-6-101(a)(5)	State County	None	10.00	0.00	Applicable only when applicant requires a VIN plate. Issued by CVE and anti-theft for trailers
Front End Emergency Plates	55-4-222(e)(1)	State County	None	2.50	2.50	This fee is collected from Emergency service groups for front end plates for their emergency vehicles.
Surrender Plate Fee	55-4-101(h)(2)(I)	State County	None	1.00	2.50	Applicable when surrendering a plate for another plate class
Rental Fleet Fees	55-4-123(e)	County	None	N/A	4.00	Applies to rental fleets which may be truck or truck tractors. This fee is in addition to the regular registration fee applicable to each vehicle.
Duplicate Registration Fee - County	55-6-104	State County	None	N/A	0.50	Applicable to situations where a duplicate registration is required by an applicant. This fee is collected both by the state and the counties and depending on the point of contact used that entity is entitled to the fees.

<b>FEE DESCRIPTION</b>	<b>TCA Statute</b>	<b>Government Authority</b>	<b>\$ Fee Cap</b>	<b>\$ State Fee</b>	<b>\$ County Fee</b>	<b>Special Business Rule/Comments</b>
Duplicate Registration Fee - State	55-6-104	State County	None	0.50	N/A	Applicable to situations where a duplicate registration is required by an applicant. This fee is collected both by the state and the counties and depending on the point of contact used that entity is entitled to the fees.
<b><u>TRANSFERS - REGISTRATION</u></b>						
Plate Reassignment Fee (regular)	55-4-101(f)	State County	None	1.00	2.50	Applicable to cases where a plate is being transferred from one vehicle to another.
Plate Reassignment Fee (government)	55-4-223(a)(B)(6)	State County	None	1.00	2.50	Fee for the transfer of government vehicles
Lienors Repossession Bond Fee	55-4-119(d)(2)	State	None	5.00	0.00	Collect for transfer by operation of Law. Applicable to situations concerning repossessions, court orders, unclaimed vehicles. This fee is in addition to all other fees that may be required for a transfer.
Surviving Spouse Fee (after 1 yr. from date of death of spouse)	55-4-111(a)(1)	State County	None	21.50	2.50	Applicable to spouses who have not processed their transfer application within a year from the date of the death of their deceased spouse. Full fees paid as in regular processing of motor vehicles.
Surviving Spouse Fee (within 1 yr. from date of death of spouse)	55-6-109 55-4-101(j)	State County	None	0.00	0.00	Applicable to spouses who have processed their transfer application within a year from the date of the death of their deceased spouse.
Tenancy by Entireties Fee	55-4-101(i)	State County	None	2.50	2.50	Applicable to situations where individual includes spouse on ownership of vehicle.
<b><u>DISABLED - REGISTRATION</u></b>						
DISABLED DRIVER	55-4-203(a)(3)	State	None	21.50	2.50	This fee is applicable to disabled drivers (including disabled veterans) not physically confined to a wheelchair. It consist of the base fee for passenger vehicles (\$18.75) + the standard state fee (\$2.75). The county fees are added with any applicable wheel taxes to complete the cost of this activity.
DISABLED DRIVER (NO CHARGE)	55-21-103(a)(1)	State	None	0.00	0.00	This fee is applicable to disabled drivers (including disabled veterans) who are physically confined to a wheelchair. No county fees are applicable to this activity.
HEARING IMPAIRED	55-21-151(f)(3)	State	None	21.50	2.50	
TEMPORARY DISABLED PLACARD	55-21- 103(b)(2)(B)	State	None	10.00	0.00	
PERMANENT DISABLED PLACARD	55-21- 103(2)(A)(i)	State	None	21.50	0.00	
PERMANENT DISABLED PLACARD - (Replacement Fee)	55-23-103(b)(1) 55-6-101(a)(6)	State	None	2.00	0.00	The fees for this activity is not referenced explicitly by TCA statute. No county fees or wheel taxes are applicable to this activity.
PERMANENT DISABLED PLACARD - (Renewal Fee)	55-21-103(f)(1)	State	None	3.00	0.00	

<b>FEE DESCRIPTION</b>	<b>TCA Statute</b>	<b>Government Authority</b>	<b>\$ Fee Cap</b>	<b>\$ State Fee</b>	<b>\$ County Fee</b>	<b>Special Business Rule/Comments</b>
PERMANENT DISABLED PLACARD (NO CHARGE - CONFINED TO WLCHR)	55-21- 103(2)(A)(ii)	State	None	0.00	0.00	
<b><u>DEALER - REGISTRATIONS</u></b>						
County Clerk Fee for issuing Dealer Plates	55-4-117(b)(3)	County	10.00	N/A	1.25	Fee amounts collected for dealer plate registration are distinct and different for those collected for other plates. The county fees paid for the 1st plate ( termed the Master plate) is the same as the county fees paid for other plates. The county fees are the same for any registration services associated with any dealer plate.
State Fee for Replacing Damaged or Mutilated Dealer Plates	55-4-117(b)(1)	State	N/A	1.00	N/A	The replacement fee for a mutilated or damaged dealer plate is \$1.00. No fee distinction is made between a master plate or a non-master plate being replaced. The state replacement fee for this activity is (\$1.00). The standard state fee (\$2.75) for plates is added to the replacement fee (\$1.00) to amount to a total state fee of (\$3.75) for the activity.
AUTO DEALER "D" NEW - (Master Plate) Maximum Plates 1	55-4-221(b)(3)	State County	10.00	43.00	1.25	The Master plate is always the 1st plate to be purchased by a dealer for the fiscal period. This plate has no distinguishing characteristics than any other "New" dealer plate in inventory. However the first dealer plate purchased is priced at a different rate than the other plates purchased for a fiscal period. This 1st plate is at the rate of twice the amount of the annual registration fee for a passenger motor vehicle less the cost of a New System fee (\$21.50 x 2) amounting to \$43.00.
AUTO DEALER "D" NEW (Non-Master) (MAXIMUM PLATES 124	55-4-221(b)(3)	State County	10.00	21.50	1.25	The state fee for a new dealer plate is at the regular registration fee of a passenger motor vehicle (\$21.50). A total county fee cap of \$10/day applies to allowed for dealers purchasing dealer tags. The total amount of dealer tags available to a dealer is dependent on the volume of vehicles sold during a period of a year. An annual volume sale that is greater than or equal to over 24 vehicles entitles a dealer to a maximum amount of 125 dealer tags inclusive of the master plate. A volume sale of less than 24 vehicles entitles a dealer to a quantity of 3 dealer plates.
Replacing any "New" Dealer plates - Lost Plates	55-4-221(b)(3) 55-4-117(a)(2)	State County	10.00	21.50	1.25	Applicable when a dealer replaces a lost dealer plate. No fee distinction is made between a master plate or a non-master plate being returned. The state fee for a new dealer plate is at the regular registration fee of a passenger motor vehicle (\$21.50). The county fee for this activity is \$1.25 plus any applicable wheel/privilege taxes for the county.
Replacing any "New" Dealer plates - Mutilated or Damaged Plates	55-4-117(b)(1)	State County	10.00	3.75	1.25	Applicable only when a dealer needs to replace a mutilated or damaged dealer plate. The damaged or mutilated plate must be surrendered to the county clerk. The state replacement fee for this activity is (\$1.00). The standard state fee (\$2.75) for plates is added to the replacement fee to amount to a total state fee of (\$3.75). The county fee for this activity is \$1.25 plus any applicable wheel/privilege taxes for the county.
AUTO DEALER "D" USED (Master Plate)	55-4-221(b)(3)	State County	10.00	43.00	1.25	The Master plate is always the 1st plate to be purchased by a dealer for the fiscal period. This plate has no distinguishing characteristics than any other "New" dealer plate in inventory. However the first dealer plate purchased is priced at a different rate than the other plates purchased for a fiscal period. This 1st plate is at the rate of twice the amount o the annual registration fee for a passenger motor vehicle less the cost of a New System fee (\$21.50 x 2) amounting to \$43.00.

<b>FEE DESCRIPTION</b>	<b>TCA Statute</b>	<b>Government Authority</b>	<b>\$ Fee Cap</b>	<b>\$ State Fee</b>	<b>\$ County Fee</b>	<b>Special Business Rule/Comments</b>
AUTO DEALER "D" USED (Non-Master)	55-4-221(b)(3)	State County	10.00	21.50	1.25	The state fee for a new dealer plate is at the regular registration fee of a passenger motor vehicle (\$21.50). A total county fee cap of \$10/day applies to dealers purchasing dealer tags. The total amount of dealer tags available to a dealer is dependent on the volume of vehicles sold during a period of a year. An annual volume sale that is greater than or equal to over 24 vehicles entitles a dealer to a maximum amount of 125 dealer tags inclusive of the master plate. A volume sale of less than 24 vehicles entitles a dealer to a quantity of 3 dealer plates.
Replacing any "Used" Dealer plates - Lost plates	55-4-221(b)(3) 55-4-117(b)(1)	State County	10.00	21.50	1.00	Applicable when a dealer replaces a lost dealer plate. No fee distinction is made between a master plate or a non-master plate being returned. The state fee for a new dealer plate is at the regular registration fee of a passenger motor vehicle (\$21.50).
Replacing any "Used" Dealer plates - Mutilated or damaged	55-4-117(b)(1)	State County	10.00	3.75	1.25	Applicable only when a dealer needs to replace a mutilated or damaged dealer plate. The damaged or mutilated plate must be surrendered to the county clerk. The state replacement fee for this activity is (\$1.00). The standard state fee (\$2.75) for plates is added to the replacement fee to amount to a total state fee of (\$3.75). The county fee for this activity is \$1.25 plus any applicable wheel/privilege taxes for the county.
DEALER VEHICLE PREP Master Plate MAXIMUM PLATES 1	55-4-221(b)(3) 55-4-221(b)(5)	State County	10.00	43.00	1.25	The Master plate is always the 1st plate to be purchased by a dealer for the fiscal period. This plate has no distinguishing characteristics than any other "Vehicle Preparation" dealer plate in inventory. However the first vehicle preparation dealer plate purchased is priced at a different rate than the other plates purchased for a fiscal period. This 1st plate is at the rate of twice the amount of the annual registration fee for a passenger motor vehicle less the cost of a New System fee (\$21.50 x 2) amounting to \$43.00.
DEALER VEHICLE PREP (Non Master) MAXIMUM PLATES 48	55-4-221(b)(3) 55-4-221(b)(5)	State County	10.00	21.50	1.25	The state fee for a new dealer plate is at the regular registration fee of a passenger motor vehicle (\$21.50). A total county fee cap of \$10/day applies to dealers purchasing vehicle preparation dealer tags. A vehicle preparation dealer is entitled to a quantity of 49 plates for each fiscal period.
Replacing "Vehicle Preparation" Dealer plates - Lost Plates	55-4-221(b)(3) 55-4-117(b)(1)	State County	10.00	21.50	1.00	Applicable when a dealer replaces a lost dealer plate. No fee distinction is made between a master plate or a non-master plate being returned. The state fee for a new dealer plate is at the regular registration fee of a passenger motor vehicle (\$21.50). The county fee for this activity is \$1.00 plus any applicable wheel/privilege taxes for the county.
Replacing "Vehicle Preparation" Dealer plates - Mutilated or Damaged Plates	55-4-117(b)(1)	State County	10.00	3.75	1.25	Applicable only when a dealer needs to replace a mutilated or damaged dealer plate. The damaged or mutilated plate must be surrendered to the county clerk. The state replacement fee for this activity is (\$1.00). The standard state fee (\$2.75) for plates is added to the replacement fee to amount to a total state fee of (\$3.75). The county fee for this activity is \$1.25 plus any applicable wheel/privilege taxes for the county.
DEALER MISC "DL" (Transporter) Master Plate MAXIMUM PLATES 1	55-4-221(c)(1) 55-4-221(b)(3)	State County	10.00	43.00	1.25	The Master plate is always the 1st plate to be purchased by a dealer for the fiscal period. This plate has no distinguishing characteristics than any other "Miscellaneous" dealer plate in inventory. However the first dealer plate purchased is priced at a different rate than the other plates purchased for a fiscal period. This 1st plate is at the rate of twice the amount of the annual registration fee for a passenger motor vehicle less the cost of a New System fee (\$21.50 x 2) amounting to \$43.00.

<b>FEE DESCRIPTION</b>	<b>TCA Statute</b>	<b>Government Authority</b>	<b>\$ Fee Cap</b>	<b>\$ State Fee</b>	<b>\$ County Fee</b>	<b>Special Business Rule/Comments</b>
DEALER MISC "DL" (Transporter) Non Master Plate MAXIMUM PLATES 1	55-4-221(b)(3)	State County	10.00	21.50	1.25	The state fee for a new dealer plate is at the regular registration fee of a passenger motor vehicle (\$21.50). A total county fee cap of \$10/day applies to dealers purchasing "miscellaneous" dealer tags. A vehicle preparation dealer is entitled to a quantity of 49 plates for each fiscal period.
Replacing "Miscellaneous" Dealer plates Lost Plates	55-4-221(b)(3) 55-4-117(b)(1)	State County	10.00	1.00	1.25	Applicable when a dealer replaces a lost dealer plate. No fee distinction is made between a master plate or a non-master plate being returned. The state fee for a new dealer plate is at the regular registration fee of a passenger motor vehicle (\$21.50). The county fee for this activity is \$1.25 plus any applicable wheel/privilege taxes for the county.
Replacing "Miscellaneous" Dealer plates – Mutilated or Damaged Plates	55-4-117(b)(1)	State County	10.00	3.75	1.25	Applicable only when a dealer needs to replace a mutilated or damaged dealer plate. The damaged or mutilated plate must be surrendered to the county clerk. The state replacement fee for this activity is (\$1.00). The standard state fee (\$2.75) for plates is added to the replacement fee to amount to a total state fee of (\$3.75). The county fee for this activity is \$1.25 plus any applicable wheel/privilege taxes for the county.
DEALER HEAVY DUTY TRUCK DEMO "DL" MAXIMUM PLATES 7	55-4-117(b)(1)	State County	10.00	325.00	1.25	This plate has no distinguishing characteristics than any other "Heavy Duty Truck Demo" dealer plate in inventory. However, unlike the other dealer plates, the first dealer plate purchased is not priced at a different rate than the other plates purchased for a fiscal period. Both master plates and all other plates are issued at a base fee of \$325.00. The standard state fee (\$2.75) for plates is added to amount to a total state fee of (\$327.75) for this activity. The county fee for this activity is \$1.25 plus any applicable wheel/privilege taxes for the county. A customer is allowed a maximum of 7 "Heavy Duty Truck Demo" dealer plates at (\$325.00)/plate.
DEALER HEAVY DUTY TRUCK DEMO "DL" MAXIMUM PLATES 7	55-4-117(b)(1)	State County	10.00	325.00	1.25	The state fee for a heavy duty truck dealer plate is \$325.00. This fee does not follow the convention of the other dealer plates that uses the regular registration fee of a passenger motor vehicle (\$21.50). A total county fee cap of \$10/day applies to dealers purchasing "Heavy Duty Truck Demo" dealer tags. A vehicle preparation dealer is entitled to a quantity of 7 plates for each fiscal period using the appropriate fees for this activity.
Replacing any "Heavy Duty Truck Demo" Dealer plates - Lost Plates	55-4-117(b)(1)	State County	10.00	325.00	1.25	Applicable when a dealer replaces a lost dealer plate. No fee distinction is made between a master plate or a non-master plate being returned. The state fee for replacing a lost heavy duty truck dealer plate is at the regular registration fee of a heavy duty truck dealer plate (\$325.00). The county fee for this activity is \$1.25 plus any applicable wheel/privilege taxes for the county.
Replacing any "Heavy Duty Truck Demo" Dealer plates – Mutilated or Damaged	55-4-117(b)(1)	State County	10.00	1.00	1.25	Applicable only when a dealer needs to replace a mutilated or damaged dealer plate. The damaged or mutilated plate must be surrendered to the county clerk. The state replacement fee for this activity is (\$1.00). The standard state fee (\$2.75) for plates is added to the replacement fee to amount to a total state fee of (\$3.75). The county fee for this activity is \$1.25 plus any applicable wheel/privilege taxes for the county.
<b><u>TEMPORARY OPERATION PERMIT (TOP)</u></b>						
TOP - Passenger	55-4-115 ( c )	State County	None	5.00	2.50	Applicable to passenger vehicles that require the use of a temporary permit to operate on the roads and highways.

<b>FEE DESCRIPTION</b>	<b>TCA Statute</b>	<b>Government Authority</b>	<b>\$ Fee Cap</b>	<b>\$ State Fee</b>	<b>\$ County Fee</b>	<b>Special Business Rule/Comments</b>
TOP Trucks (Less than or equal to 24000 lbs)	55-4-115(a)	State County	None	15.00	2.50	Applicable to trucks with a weight of 24,000 lbs. or less that require the use of a temporary permit to operate on the roads and highways.
TOP Trucks (Greater than 24000 lbs)	55-4-115(b)	State County	None	30.00	2.50	Applicable to trucks with a weight greater than 24,000 lbs. that require the use of a temporary permit to operate on the roads and highways.
House Trailers	55-4-115(d)	State County	None	5.00	2.50	Applicable to vehicles defined as house trailers that require the use of a temporary permit to operate on the roads and highways.
<b><u>FARM PERMIT</u></b>						
Farm Permit Fee - 16,000 lbs.	55-4-115(5)	State County	None	2.50	2.50	Applicable to properly registered vehicles whose owners wish the vehicle to be used for farming purposes for a temporary period. Weight cannot exceed axle configuration. A maximum of five (5), 30 day renewals at the farm permit fee (\$2.50) are allowed for the farm permits with weight of 16,000 lbs within a 12 month period.
Farm Permit Fee - 20,000 lbs.	55-4-115(5)	State County	None	7.50	2.50	Applicable to properly registered vehicles whose owners wish the vehicle to be used for farming purposes for a temporary period. Weight cannot exceed axle configuration. A maximum of five (5), 30 day renewals at the farm permit fee (\$7.50) are allowed for the farm permits with weight of 20,000 lbs within a 12 month period.
Farm Permit Fee - 26,000 lbs.	55-4-115(5)	State County	None	10.00	2.50	Applicable to properly registered vehicles whose owners wish the vehicle to be used for farming purposes for a temporary period. Weight cannot exceed axle configuration. A maximum of five (5), 30 day renewals at the farm permit fee (\$10.00) are allowed for the farm permits with weight of 26,000 lbs within a 12 month period.
Farm Permit Fee - 32,000 lbs.	55-4-115(5)	State County	None	13.00	2.50	Applicable to properly registered vehicles whose owners wish the vehicle to be used for farming purposes for a temporary period. Weight cannot exceed axle configuration. A maximum of five (5), 30 day renewals at the farm permit fee (\$13.00) are allowed for the farm permits with weight of 32,000 lbs within a 12 month period.
Farm Permit Fee - 38,000 lbs.	55-4-115(5)	State County	None	15.00	2.50	Applicable to properly registered vehicles whose owners wish the vehicle to be used for farming purposes for a temporary period. Weight cannot exceed axle configuration. A maximum of five (5), 30 day renewals at the farm permit fee (\$15.00) are allowed for the farm permits with weight of 38,000 lbs within a 12 month period.
Farm Permit Fee - 44,000 lbs.	55-4-115(5)	State County	None	50.00	2.50	Applicable to properly registered vehicles whose owners wish the vehicle to be used for farming purposes for a temporary period. Weight cannot exceed axle configuration. A maximum of five (5), 30 day renewals at the farm permit fee (\$50.00) are allowed for the farm permits with weight of 38,000 lbs within a 12 month period.
Farm Permit Fee - 56,000 lbs.	55-4-115(5)	State County	None	65.00	2.50	Applicable to properly registered vehicles whose owners wish the vehicle to be used for farming purposes for a temporary period. Weight cannot exceed axle configuration. A maximum of five (5), 30 day renewals at the farm permit fee (\$65.00) are allowed for the farm permits with weight of 44,000 lbs within a 12 month period.
Farm Permit Fee - 66,000 lbs.	55-4-115(5)	State County	None	75.00	2.50	Applicable to properly registered vehicles whose owners wish the vehicle to be used for farming purposes for a temporary period. Weight cannot exceed axle configuration. A maximum of five (5), 30 day renewals at the farm permit fee (\$75.00) are allowed for the farm permits with weight of 66,000 lbs within a 12 month period.
Farm Permit Fee - 74,000 lbs.	55-4-115(5)	State County	None	90.00	2.50	Applicable to properly registered vehicles whose owners wish the vehicle to be used for farming purposes for a temporary period. Weight cannot exceed axle configuration. A maximum of five (5), 30 day renewals at the farm permit fee (\$90.00) are allowed for the farm permits with weight of 74,000 lbs within a 12 month period.



<b>FEE DESCRIPTION</b>	<b>TCA Statute</b>	<b>Government Authority</b>	<b>\$ Fee Cap</b>	<b>\$ State Fee</b>	<b>\$ County Fee</b>	<b>Special Business Rule/Comments</b>
Farm Permit Fee - 80,000 lbs.	55-4-115(5)	State County	None	105.00	2.50	Applicable to properly registered vehicles whose owners wish the vehicle to be used for farming purposes for a temporary period. Weight cannot exceed axle configuration. A maximum of five (5), 30 day renewals at the farm permit fee (\$105.00) are allowed for the farm permits with weight of 80,000 lbs within a 12 month period.
<b><u>NON RESIDENTS</u></b>						
Trip Permits - standard	55-4-115(12)(E)	State County	None	15.00	2.50	This applies to a non-resident who desires to operate a freight motor vehicle over the street and highways of Tennessee. The trip permit is valid for a single trip only to Tennessee. It becomes invalid after exiting the state of Tennessee or upon expiration of 72 hours after entry into the state of Tennessee, whichever comes first. The Trip permit may be issued in addition to the temporary operating permit when the latter is necessary for licensing the movement of an otherwise unlicensed vehicle.
Trip Permits -optional	55-4-115(12)(E)	State County	None	#	2.50	This is an alternative method of collecting fees concerning a non-resident who desires to operate a freight motor vehicle over the street and highways of Tennessee. The same rules are applicable as described above.  <b># = fee computed and applied in the same manner as the tax of such other state, province, or foreign country.</b>
Temporary Non- Resident Permit Fee	55-4-115(12)(C)	State County	None	#	2.50	This permit is to expedite and facilitate the movement of farm products produced outside of Tennessee but marketed or processed in Tennessee or moved to points in Tennessee for shipment. The non-resident permit is issued for 30 days for any truck, truck tractor, trailer or semi trailer. This permit is limited to a 80 mile radius distance from the point of entry into Tennessee to the market or point of shipment. No more than 3 temporary non resident permit may be issued at (1/12) of the cost of the annual registration fee of the vehicle being secured.  <b># = (1/12) of the annual registration fee of vehicle being secured</b>
DRIVE OUT TAG	55-4-221(c)(4)	State County	None	2.00	0.00	
<b><u>SPECIALTY PLATES</u></b>						
Cultural	55-4-201(b)(2)	State County	None	25.00	0.00	This specialty plate registration fee (\$25.00) is added to the state fees associated with the issuance of a regular passenger vehicle (\$21.50) to arrive at the total state fees ( \$46.50) deemed payable for a cultural plate. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
Specialty Earmarked	55-4-201(b)(2)	State	None	25.00	0.00	Same as above
New Specialty Earmarked	55-4-201(b)(2)	State	None	25.00	0.00	Same as above
Memorial & Special Purpose Plates	55-4-201(b)(2)	State	None	25.00	0.00	Same as above
<b><u>PERSONALIZED</u></b>						
AUTOMOBILE PERSONALIZED	55-4-211(a)(1)	State	None	25.00	0.00	This personalized plate registration fee (\$25.00) is added to the state fees associated with the issuance of a regular passenger vehicle (\$21.50) to arrive at the total state fees ( \$46.50) deemed payable for a personalized regular passenger plate. The personalized plate registration fee is often referred to as an "add on" fee. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.



<b>FEE DESCRIPTION</b>	<b>TCA Statute</b>	<b>Government Authority</b>	<b>\$ Fee Cap</b>	<b>\$ State Fee</b>	<b>\$ County Fee</b>	<b>Special Business Rule/Comments</b>
DISABLED DRIVER PERSONALIZED - CONFINED TO WHEELCHAIR	55-4-211(a)(1) 55-4-224(b)(1)	State	None	25.00	0.00	This personalized plate registration fee (\$25.00) is the total of all fees charged for a disabled driver confined to a wheelchair. This fee is often referred to as an "add on" fee. No clerk fees or applicable wheel taxes are associated with this activity.
Specialized Personalized (e.g. Cultural Personalized)	55-4-211(a)(1)	State	None	25.00	0.00	This personalized plate registration fee (\$25.00) is added to the total state fees associated with the issuance of a specialized plate (\$46.50) to arrive at the total state fees (\$71.50) deemed payable for a personalized specialized plate. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
<b>NON- PERSONALIZED</b>						
ANTIQUE AUTO	55-4-203(a)(1)	State	None	25.00	0.00	This antique fee (\$25.00) is paid in addition to the standard regular registration fees for plates (\$2.75) for the registration of the vehicle to amount to a total state fee of (\$27.75). No renewal fees are applicable to antique vehicles. No transfer fees are applicable to antique vehicles. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
<b>COST OF MANUFACTURING AND DESIGNING A PLATE</b>						
Fees used by T&R towards the Cost of Manufacturing and Designing a Regular Plate		State	None	4.00	N/A	This is the fee that is used by the state as the cost to design and manufacture regular plates and other type plates except silk screen plates. Though the actual manufacturing cost varies from plate to plate a single fee is used to represent the average of most plate types.
Fees used by T&R towards the Cost of Manufacturing and Designing a "Silk Screen Plate"		State	None	6.50	N/A	This is the fee that is used by the state as the cost to manufacture and design a silk screen plate. These type of plates are specially manufactured and cost more than other plates. The use of this fee type is restricted to very few plates(e.g. "Enemy Evadee").
HONORABLY DISCHARGED VETERAN	55-4-203( c) (4)	State County	None	25.50	2.50	This is considered a cultural plate that is issued upon payment of the regular registration fee (\$21.50) + a fee (\$4.00) equal to the cost of manufacturing and designing the plate. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
VIETNAM VETERAN	55-4-203( c) (4)	State County	None	25.50	2.50	This is considered a cultural plate that is issued upon payment of the regular registration fee (\$21.50) + a fee (\$4.00) equal to the cost of manufacturing and designing the plate. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
EMERGENCY	55-4-203( a) (4)	State County	None	21.50	2.50	This fee conforms to the regular motor vehicle fee applicable to regular passenger vehicles (Base fee (\$18.75 + \$2.75) ). The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
ENEMY EVADEE	55-4-203( c) (4)	State County	None	28.00	2.50	This is considered a cultural plate that is issued upon payment of the regular registration fee (\$21.50) + a fee (\$6.50) equal to the cost of manufacturing and designing the "silk screen" plate. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.

<b>FEE DESCRIPTION</b>	<b>TCA Statute</b>	<b>Government Authority</b>	<b>\$ Fee Cap</b>	<b>\$ State Fee</b>	<b>\$ County Fee</b>	<b>Special Business Rule/Comments</b>
PEARL HARBOR SURVIVOR	55-4-203( c)(6)	State County		28.00	2.50	This is considered a cultural plate that is issued upon payment of the regular registration fee (\$21.50) + a fee (\$6.50) equal to the cost of manufacturing and designing the "silk screen" plate. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
FIRE FIGHTER NO LOGO	55-4-203( a) (5)	State County	None	21.50	2.50	This fee conforms to the motor vehicle fee applicable to regular passenger vehicles (Base fee (\$18.75 + \$2.75) ). The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
Medal Recipients (LEGION OF VALOR, Distinguished Service Cross, Navy Cross, Airforce Cross	55-4-236(a)	County	None	0.00	2.50	State Fees waived for medal recipients. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
General Assembly	55-4-203(a)(6)	State County	None	25.00	2.50	This plate registration fee (\$25.00) is added to the state fees associated with the issuance of a regular passenger vehicle (\$21.50) to arrive at the total state fees ( \$46.50) deemed payable for a general assembly plate. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
MUSIC CITY BUS	55-4-111(a) (Class E)	State County	None	181.00	2.50	This plate registration fee (\$181.00) is added to the standard state fees (\$2.75) associated with plates to arrive at the total state fees ( \$183.75) deemed payable for a legislative senate plate. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
<b><u>NATIONAL GUARD</u></b>						
NATIONAL GUARD ENLISTED (1st vehicle) - EXPIRE IN SEPTEMBER	55-4-228-(d)(1)( A)	State County	None	0.00	2.50	State Fees are waived for 1st vehicle registered for National Guard members. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
NATIONAL GUARD ENLISTED (Additional Vehicles) - EXPIRE IN SEPTEMBER	55-4-228-(d)(1)( A)	State County	None	21.50	2.50	Applicable to any additional vehicles being registered by a member of the National Guard other than the one for which fees were waived. The registration fee applicable to a regular plate (base fee (\$18.75) + standard state fee (\$2.75) ) = \$21.50 is applied. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
NATIONAL GUARD (Officers)	55-4-228-(d)(1)( B)	State County	None	21.50	2.50	Applicable to any vehicles being registered by an Officer of the National Guard. The registration fee applicable to a regular plate (base fee (\$18.75) + standard state fee (\$2.75) ) = \$21.50 is applied. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
NATIONAL GUARD (RETIRED Members) - STAGGERED	55-4-228-(d)(1)( C)	State County	None	25.50	2.50	This is considered a cultural plate that is issued upon payment of the regular registration fee (\$21.50) + a fee (\$4.00) equal to the cost of manufacturing and designing the plate. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
<b><u>PRISONER OF WAR</u></b>						
PRISONER OF WAR - NO FEE - PERMANENT	55-4-235( a )	State County	None	0.00	2.50	State Fees waived for prisoner of war (POW) or surviving spouse of POW. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.

<b>FEE DESCRIPTION</b>	<b>TCA Statute</b>	<b>Government Authority</b>	<b>\$ Fee Cap</b>	<b>\$ State Fee</b>	<b>\$ County Fee</b>	<b>Special Business Rule/Comments</b>
PRISONER OF WAR WITH FEE	55-4-235(c )	State County	None	25.50	2.50	Applicable to any additional vehicles being registered by a former POW other than the one for which fees were waived. The state registration fee applicable to this activity is issued upon payment of the regular registration fee (\$21.50) + a fee (\$4.00) equal to the cost of manufacturing and designing the plate. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
<b>PURPLE HEART</b>						
PURPLE HEART (COMBAT WOUNDED) NO CHARGE PERMANENT	55-4-239(e)	State County	None	0.00	2.50	State fees are waived for a disabled veteran for a maximum of two vehicles. The registration fee applicable to this activity is issued upon payment of the regular registration fee (\$21.50) + a fee (\$4.00) equal to the cost of manufacturing and designing the plate. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
PURPLE HEART (COMBAT WOUNDED)	55-4-203( c)(3)	State County		25.50	2.50	Applicable to a disabled veteran who have additional vehicles outside of the maximum two in which fees were waived. The registration fee applicable to this activity is issued upon payment of the regular registration fee (\$21.50) + a fee (\$4.00) equal to the cost of manufacturing and designing the plate. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
RESCUE SQUAD - OFFICIALS NOTE: OFFICIALS PLATES (1 - 25) RE- ISSUED EACH YEAR	55-4-203(a)(B)	State County	None	21.50	2.50	Applicable to any additional vehicles being registered by a member of the National Guard other than the one for which fees were waived. The registration fee applicable to a regular plate (base fee (\$18.75) + standard state fee (\$2.75) ) = \$21.50 is applied. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
RESCUE SQUAD	55-4-203(a)(B)	State County	None	21.50	2.50	same as above
RURAL VOLUNTEER FIRE DEPARTMENT	55-4-223(a)(1)(A)	State County	None	4.00	2.50	Classified as a Government service vehicle and qualifies for a government plate at a registration fee of \$4.00. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
SHERIFF	55-4-203(a)(5)	State County	None	25.00	2.50	This plate registration fee (\$25.00) is added to the state fees associated with the issuance of a regular passenger vehicle (\$21.50) to arrive at the total state fees ( \$46.50) deemed payable for a legislative senate plate. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
SUPREME COURT JUDICIARY	55-4-203(a)(8)	State County	None	25.00	2.50	This plate registration fee (\$25.00) is added to the state fees associated with the issuance of a regular passenger vehicle (\$21.50) to arrive at the total state fees ( \$46.50) deemed payable for a legislative senate plate. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
UNITED STATES MILITARY	55-4-203(c )(7) 55-4-203(c )(8)	State County	None	25.50	2.50	Applicable to a disabled veteran who have additional vehicles outside of the maximum two in which fees were waived. The registration fee applicable to this activity is issued upon payment of the regular registration fee (\$21.50) + a fee (\$4.00) equal to the cost of manufacturing and designing the plate. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.

<b>FEE DESCRIPTION</b>	<b>TCA Statute</b>	<b>Government Authority</b>	<b>\$ Fee Cap</b>	<b>\$ State Fee</b>	<b>\$ County Fee</b>	<b>Special Business Rule/Comments</b>
UNITED STATES CONGRESS	55-4-203(a)(12)	State County	None	25.00	2.50	This plate registration fee (\$25.00) is added to the state fees associated with the issuance of a regular passenger vehicle (\$21.50) to arrive at the total state fees ( \$46.50) deemed payable for a legislative senate plate. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
UNITED STATES SENATE	55-4-203(a)(14)	State County	None	25.00	2.50	This plate registration fee (\$25.00) is added to the state fees associated with the issuance of a regular passenger vehicle (\$21.50) to arrive at the total state fees ( \$46.50) deemed payable for a legislative senate plate. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
BOSNIA PEACEKEEPING VETERANS	55-4-203(c )(4)	State County	None	25.50	2.50	This plate registration fee (\$25.00) is added to the state fees associated with the issuance of a regular passenger vehicle (\$21.50) to arrive at the total state fees ( \$46.50) deemed payable for a legislative senate plate. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
KOREAN WAR VETERANS	55-4-203(c )(4)	State County	None	25.50	2.50	Same as above
OPERATION DESERT STORM VETERANS	55-4-203(c )(4)	State County	None	25.50	2.50	Same as above
WORLD WAR II VETERANS	55-4-203(c )(4)	State County	None	25.50	2.50	Same as above
<b><u>FREIGHT - REGISTRATION</u></b>						
COMMERCIAL BUS 1 - 7 seats or less	55-4-112-(a)(1)	State County	None	33.75	2.50	Applicable to commercial vehicles with not more than 7 seats for passengers. The registration fee applicable to a plate in this class (base fee (\$33.75) + standard state fee (\$2.75) ) = \$36.50 is applied. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
COMMERCIAL BUS 2 - over 7 seats but not more than 15	55-4-112-(a)(2)	State County	None	78.75	2.50	Applicable to commercial vehicles with over 7 seats and not more than 15 seats for passengers. The registration fee applicable to a plate in this class (base fee (\$78.75) + standard state fee (\$2.75) ) = \$81.50 is applied. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
COMMERCIAL BUS 3 - over 15 seats but not more than 25	55-4-112-(a)(3)	State County	None	138.75	2.50	Applicable to commercial vehicles with over 15 seats and not more than 25 seats for passengers. The registration fee applicable to a plate in this class (base fee (\$138.75) + standard state fee (\$2.75) ) = \$141.50 is applied. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
COMMERCIAL BUS 4 - over 25 seats but not more than 35	55-4-112-(a)(4)	State County	None	213.75	2.50	Applicable to commercial vehicles with over 25 seats and not more than 35 seats for passengers. The registration fee applicable to a plate in this class (base fee (\$213.75) + standard state fee (\$2.75) ) = \$216.50 is applied. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
COMMERCIAL BUS 5 - more than 35 seats	55-4-112(a)(5)	State County	None	288.75	2.50	Applicable to commercial vehicles with over 35 seats for passengers. The registration fee applicable to a plate in this class (base fee (\$288.75) + standard state fee (\$2.75) ) = \$291.50 is applied. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.

FEE DESCRIPTION	TCA Statute	Government Authority	\$ Fee Cap	\$ State Fee	\$ County Fee	Special Business Rule/Comments
<b><u>PRIVATE CARRIER</u></b>						
Safety Inspection Fee (SIF)	55-4-113(8)	State County	None	#	2.50	This fee is added to the registration fee of all freight vehicles except for Combined farm and limited private trucks. <b># = 2.50% of the annual base registration fee rounded to the nearest fifty cents (\$0.50)</b>
P/1 PRIVATE CARRIER 9,000 lbs GVW	55-4-113(a)(1)(A)	State County	None	41.75	2.50	Applicable to freight motor vehicles not more than 9000 lbs. The registration fee applicable to a plate in this class (base fee (\$38.00) + standard state fee (\$2.75) ) = \$40.75 is applied. In addition the Safety Inspection fee is applied (2.5 % of \$38.00) = (\$0.95), this is rounded to the nearest (\$0.50) which approximates to (\$1.00) to provide a total state fee of ( \$40.75 + \$1.00 ) = \$41.75. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county. (\$40.75 + \$1.00) = \$41.75 The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
P/2 PRIVATE CARRIER 16,000 lbs GVW	55-4-113(a)(1)(B)	State County	None	64.00	2.50	Applicable to freight motor vehicles not in excess of 16,000 lbs. The registration fee applicable to a plate in this class (base fee (\$64.00) + standard state fee (\$2.75) ) = \$66.75 is applied. In addition the Safety Inspection fee is applied (2.5 % of \$64.00) = (\$1.60), this is rounded to the nearest (\$0.50) which approximates to (\$1.50) to provide a total state fee of ( \$66.75 + \$1.50 ) = \$68.25. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
P/3 PRIVATE CARRIER 20,000 lbs GVW	55-4-113(a)(1)(C)	State County	None	192.00	2.50	Applicable to freight motor vehicles not in excess of 20,000 lbs. The registration fee applicable to a plate in this class (base fee (\$192.00) + standard state fee (\$2.75) ) = \$194.75 is applied. In addition, the Safety Inspection fee is applied (2.5 % of \$192.00) = (\$4.80), this is rounded to the nearest (\$0.50) which approximates to (\$5.00) to provide a total state fee of ( \$194.75 + \$5.00 ) = \$199.75. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
P/4 PRIVATE CARRIER 26,000 lbs GVW	55-4-113(a)(1)(D)	State County	None	370.25	2.50	Applicable to freight motor vehicles not in excess of 26,000 lbs. The registration fee applicable to a plate in this class (base fee (\$358.50) + standard state fee (\$2.75) ) = \$361.25 is applied. In addition, the Safety Inspection fee is applied (2.5 % of \$358.50) = (\$8.96), this is rounded to the nearest (\$0.50) which approximates to (\$9.00) to provide a total state fee of ( \$361.25 + \$9.00 ) = \$370.25. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
P/5 PRIVATE CARRIER 32,000 lbs GVW	55-4-113(a)(1)(E)	State County	None	486.50	2.50	Applicable to freight motor vehicles not in excess of 32,000 lbs. The registration fee applicable to a plate in this class (base fee (\$486.50) + standard state fee (\$2.75) ) = \$489.25 is applied. In addition, the Safety Inspection fee is applied (2.5 % of \$486.50) = (\$12.16), this is rounded to the nearest (\$0.50) which approximates to (\$12.00) to provide a total state fee of ( \$489.25 + \$12.00 ) = \$501.25. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.

<b>FEE DESCRIPTION</b>	<b>TCA Statute</b>	<b>Government Authority</b>	<b>\$ Fee Cap</b>	<b>\$ State Fee</b>	<b>\$ County Fee</b>	<b>Special Business Rule/Comments</b>
P/6 PRIVATE CARRIER 38,000 lbs GVW	55-4-113(a)(1)(F)	State County	None	563.50	2.50	Applicable to freight motor vehicles not in excess of 38,000 lbs. The registration fee applicable to a plate in this class (base fee (\$563.50) + standard state fee (\$2.75) ) = \$566.25 is applied. In addition, the Safety Inspection fee is applied (2.5 % of \$563.50) = (\$14.09), this is rounded to the nearest (\$0.50) which approximates to (\$14.00) to provide a total state fee of ( (\$566.25 + \$14.00) = \$580.25). The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
P/7 PRIVATE CARRIER 44,000 lbs GVW	55-4-113(a)(1)(G)	State County	None	615.00	2.50	Applicable to freight motor vehicles not in excess of 44,000 lbs. The registration fee applicable to a plate in this class (base fee (\$615.00) + standard state fee (\$2.75) ) = \$617.75 is applied. In addition, the Safety Inspection fee is applied (2.5 % of \$615.00) = (\$15.38), this is rounded to the nearest (\$0.50) which approximates to (\$15.50) to provide a total state fee of ( (\$617.75 + \$15.50) = \$633.25). The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
P/8 PRIVATE CARRIER 56,000 lbs GVW	55-4-113(a)(1)(H)	State County	None	768.50	2.50	Applicable to freight motor vehicles not in excess of 56,000 lbs. The registration fee applicable to a plate in this class (base fee (\$768.50) + standard state fee (\$2.75) ) = \$771.25 is applied. In addition, the Safety Inspection fee is applied (2.5 % of \$768.50) = (\$19.21), this is rounded to the nearest (\$0.50) which approximates to (\$19.00) to provide a total state fee of ( (\$771.25 + \$19.00) = \$790.25). The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
P/9 PRIVATE CARRIER 66,000 lbs GVW	55-4-113(a)(1)(I)	State County	None	896.50	2.50	Applicable to freight motor vehicles not in excess of 66,000 lbs. The registration fee applicable to a plate in this class (base fee (\$896.50) + standard state fee (\$2.75) ) = \$899.25 is applied. In addition, the Safety Inspection fee is applied (2.5 % of \$896.50) = (\$22.41), this is rounded to the nearest (\$0.50) which approximates to (\$22.50) to provide a total state fee of ( (\$899.25 + \$22.50) = \$921.75). The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
P/10 PRIVATE CARRIER 74,000 lbs GVW	55-4-113(a)(1)(J)	State County	None	1,025.00	2.50	Applicable to freight motor vehicles not in excess of 74,000 lbs. The registration fee applicable to a plate in this class (base fee (\$1025.00) + standard state fee (\$2.75) ) = \$1027.75 is applied. In addition, the Safety Inspection fee is applied (2.5 % of \$1025.00) = (\$25.62), this is rounded to the nearest (\$0.50) which approximates to (\$25.50) to provide a total state fee of ( (\$1027.75 + \$25.50) = \$1053.25). The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
P/11 PRIVATE CARRIER 80,000 lbs GVW	55-4-113(a)(1)(K)	State County	None	1,332.50	2.50	Applicable to freight motor vehicles not in excess of 80,000 lbs. The registration fee applicable to a plate in this class (base fee (\$1332.50) + standard state fee (\$2.75) ) = \$1335.25 is applied. In addition, the Safety Inspection fee is applied (2.5 % of \$1332.50) = (\$33.31), this is rounded to the nearest (\$0.50) which approximates to (\$33.50) to provide a total state fee of ( (\$1335.25 + \$33.50) = \$1368.75). The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
<b><u>ANNUAL FLEET FREIGHT REGISTRATION – BELL SOUTH</u></b>						



<b>FEE DESCRIPTION</b>	<b>TCA Statute</b>	<b>Government Authority</b>	<b>\$ Fee Cap</b>	<b>\$ State Fee</b>	<b>\$ County Fee</b>	<b>Special Business Rule/Comments</b>
P/1 BELLSOUTH COMMUNICATIONS 9,000 lbs GVW	55-4-502 55-4-113(a)(1)(A)	State County	None	38.00	2.50	Applicable to freight motor vehicles not more than 9000 lbs that are in a fleet. The registration fee applicable to a plate in this class (base fee (\$38.00) + standard state fee (\$2.75) ) = \$40.75 is applied. In addition the Safety Inspection fee is applied (2.5 % of \$38.00) = (\$0.95), this is rounded to the nearest (\$0.50) which approximates to (\$1.00) to provide a total state fee of (\$40.75 + \$1.00) = \$41.75. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
P/2 BELLSOUTH COMMUNICATIONS 16,000 lbs GVW	55-4-502 55-4-113(a)(1)(B)	State County	None	64.00	2.50	Applicable to freight motor vehicles not in excess of 16,000 lbs that are in a fleet. The registration fee applicable to a plate in this class (base fee (\$64.00) + standard state fee (\$2.75) ) = \$66.75 is applied. In addition the Safety Inspection fee is applied (2.5 % of \$64.00) = (\$1.60), this is rounded to the nearest (\$0.50) which approximates to (\$1.50) to provide a total state fee of ( \$66.75 + \$1.50 ) = \$68.25). The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
P/3 BELLSOUTH COMMUNICATIONS 20,000 lbs GVW	55-4-502 55-4-113(a)(1)(C)	State County	None	192.00	2.50	Applicable to freight motor vehicles not in excess of 20,000 lbs. The registration fee applicable to a plate in this class (base fee (\$192.00) + standard state fee (\$2.75) ) = \$194.75 is applied. In addition, the Safety Inspection fee is applied (2.5 % of \$192.00) = (\$4.80), this is rounded to the nearest (\$0.50) which approximates to (\$5.00) to provide a total state fee of ( (\$194.75 + \$5.00) = \$199.75). The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
P/4 BELLSOUTH COMMUNICATIONS 26,000 lbs GVW	55-4-502 55-4-113(a)(1)(D)	State County	None	358.50	2.50	Applicable to freight motor vehicles not in excess of 26,000 lbs. The registration fee applicable to a plate in this class (base fee (\$358.50) + standard state fee (\$2.75) ) = \$361.25 is applied. In addition, the Safety Inspection fee is applied (2.5 % of \$358.50) = (\$8.96), this is rounded to the nearest (\$0.50) which approximates to (\$9.00) to provide a total state fee of ( (\$361.25 + \$9.00) = \$370.25). The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
P/5 BELLSOUTH COMMUNICATIONS 32,000 lbs GVW	55-4-502 55-4-113(a)(1)(E)	State County	None	486.50	2.50	Applicable to freight motor vehicles not in excess of 32,000 lbs. The registration fee applicable to a plate in this class (base fee (\$486.50) + standard state fee (\$2.75) ) = \$489.25 is applied. In addition, the Safety Inspection fee is applied (2.5 % of \$486.50) = (\$12.16), this is rounded to the nearest (\$0.50) which approximates to (\$12.00) to provide a total state fee of ( (\$361.25 + \$12.00) = \$501.25). The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
P/6 BELLSOUTH COMMUNICATIONS 38,000 lbs GVW	55-4-502 55-4-113(a)(1)(F)	State County	None	563.50	2.50	Applicable to freight motor vehicles not in excess of 38,000 lbs. The registration fee applicable to a plate in this class (base fee (\$563.50) + standard state fee (\$2.75) ) = \$566.25 is applied. In addition, the Safety Inspection fee is applied (2.5 % of \$563.50) = (\$14.09), this is rounded to the nearest (\$0.50) which approximates to (\$14.00) to provide a total state fee of ( (\$566.25 + \$14.00) = \$580.25). The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.

<b>FEE DESCRIPTION</b>	<b>TCA Statute</b>	<b>Government Authority</b>	<b>\$ Fee Cap</b>	<b>\$ State Fee</b>	<b>\$ County Fee</b>	<b>Special Business Rule/Comments</b>
P/7 BELLSOUTH COMMUNICATIONS 44,000 lbs GVW	55-4-502 55-4-113(a)(1)(G)	State County	None	615.50	2.50	Applicable to freight motor vehicles not in excess of 44,000 lbs. The registration fee applicable to a plate in this class (base fee (\$615.00) + standard state fee (\$2.75) ) = \$617.75 is applied. In addition, the Safety Inspection fee is applied (2.5 % of \$615.00) = (\$15.38), this is rounded to the nearest (\$0.50) which approximates to (\$15.50) to provide a total state fee of ( (\$617.75 + \$15.50) = \$633.25). The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
P/8 BELLSOUTH COMMUNICATIONS 56,000 lbs GVW	55-4-502 55-4-113(a)(1)(H)	State County	None	768.50	2.50	Applicable to freight motor vehicles not in excess of 56,000 lbs. The registration fee applicable to a plate in this class (base fee (\$768.50) + standard state fee (\$2.75) ) = \$771.25 is applied. In addition, the Safety Inspection fee is applied (2.5 % of \$768.50) = (\$19.21), this is rounded to the nearest (\$0.50) which approximates to (\$19.00) to provide a total state fee of ( (\$771.25 + \$19.00) = \$790.25). The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
P/9 BELLSOUTH COMMUNICATIONS 66,000 lbs GVW	55-4-502 55-4-113(a)(1)(I)	State County	None	896.50	2.50	Applicable to freight motor vehicles not in excess of 66,000 lbs. The registration fee applicable to a plate in this class (base fee (\$896.50) + standard state fee (\$2.75) ) = \$899.25 is applied. In addition, the Safety Inspection fee is applied (2.5 % of \$896.50) = (\$22.41), this is rounded to the nearest (\$0.50) which approximates to (\$22.50) to provide a total state fee of ( (\$899.25 + \$22.50) = \$921.75). The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
P/10 BELLSOUTH COMMUNICATIONS 74,000 lbs GVW	55-4-502 55-4-113(a)(1)(J)	State County	None	1,025.00	2.50	Applicable to freight motor vehicles not in excess of 74,000 lbs. The registration fee applicable to a plate in this class (base fee (\$1025.00) + standard state fee (\$2.75) ) = \$1027.75 is applied. In addition, the Safety Inspection fee is applied (2.5 % of \$1025.00) = (\$25.62), this is rounded to the nearest (\$0.50) which approximates to (\$25.50) to provide a total state fee of ( (\$1027.75 + \$25.50) = \$1053.25). The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
P/11 BELLSOUTH COMMUNICATIONS 80,000 lbs GVW	55-4-502 55-4-112(a)(1)(K)	State County	None	1,332.50	2.50	Applicable to freight motor vehicles not in excess of 80,000 lbs. The registration fee applicable to a plate in this class (base fee (\$1332.50) + standard state fee (\$2.75) ) = \$1335.25 is applied. In addition, the Safety Inspection fee is applied (2.5 % of \$1332.50) = (\$33.31), this is rounded to the nearest (\$0.50) which approximates to (\$33.50) to provide a total state fee of ( (\$1335.25 + \$33.50) = \$1368.75). The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
<b><u>FOR HIRE FREIGHT VEHICLES REGISTRATIONS</u></b>						
H/1 FOR HIRE 9,000 lbs GVW	55-4-113(a)(2)(A)	State County	None	48.50	2.50	Applicable to freight motor vehicles that are for hire and not more than 9000 lbs. The registration fee applicable to a plate in this class (base fee (\$48.50) + standard state fee (\$2.75) ) = \$51.25 is applied. In addition the Safety Inspection fee is applied (2.5 % of \$48.50) = (\$0.95), this is rounded to the nearest (\$1.21) which approximates to (\$1.00) to provide a total state fee of (\$51.25 + \$1.00) = \$52.25 The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.



<b>FEE DESCRIPTION</b>	<b>TCA Statute</b>	<b>Government Authority</b>	<b>\$ Fee Cap</b>	<b>\$ State Fee</b>	<b>\$ County Fee</b>	<b>Special Business Rule/Comments</b>
H/2 FOR HIRE 16,000 lbs GVW	55-4-113(a)(2)(A)	State County	None	102.50	2.50	Applicable to freight motor vehicles that are for hire and not more than 16,000 lbs. The registration fee applicable to a plate in this class (base fee (\$102.50) + standard state fee (\$2.75) ) = \$105.25 is applied. In addition the Safety Inspection fee is applied (2.5 % of \$102.50) = (\$2.56), this is rounded to the nearest (\$0.50) which approximates to (\$2.50) to provide a total state fee of (\$105.25 + \$2.50) = \$107.75 The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
H/3 FOR HIRE 20,000 lbs GVW	55-4-113(a)(2)(A)	State County	None	307.50	2.50	Applicable to freight motor vehicles that are for hire and not more than 20,000 lbs. The registration fee applicable to a plate in this class (base fee (\$307.50) + standard state fee (\$2.75) ) = \$310.25 is applied. In addition the Safety Inspection fee is applied (2.5 % of \$307.50) = (\$7.69), this is rounded to the nearest (\$0.50) which approximates to (\$7.50) to provide a total state fee of (\$310.25 + \$7.50) = \$317.75 The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
H/4 FOR HIRE 26,000 lbs GVW	55-4-113(a)(2)(A)	State County	None	461.00	2.50	Applicable to freight motor vehicles that are for hire and not more than 26,000 lbs. The registration fee applicable to a plate in this class (base fee (\$461.00) + standard state fee (\$2.75) ) = \$463.75 is applied. In addition the Safety Inspection fee is applied (2.5 % of \$461.00) = (\$11.53), this is rounded to the nearest (\$0.50) which approximates to (\$11.50) to provide a total state fee of (\$463.75 + \$11.50) = \$475.25 The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
H/5 FOR HIRE 32,000 lbs GVW	55-4-113(a)(2)(A)	State County	None	615.00	2.50	Applicable to freight motor vehicles that are for hire and not more than 32,000 lbs. The registration fee applicable to a plate in this class (base fee (\$615.00) + standard state fee (\$2.75) ) = \$617.75 is applied. In addition the Safety Inspection fee is applied (2.5 % of \$615.00) = (\$15.38), this is rounded to the nearest (\$0.50) which approximates to (\$15.50) to provide a total state fee of (\$617.75 + \$15.50) = \$633.25 The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
H/6 FOR HIRE 38,000 lbs GVW	55-4-113(a)(2)(A)	State County	None	691.50	2.50	Applicable to freight motor vehicles that are for hire and not more than 38,000 lbs. The registration fee applicable to a plate in this class (base fee (\$691.50) + standard state fee (\$2.75) ) = \$694.25 is applied. In addition the Safety Inspection fee is applied (2.5 % of \$691.50) = (\$17.29), this is rounded to the nearest (\$0.50) which approximates to (\$17.50) to provide a total state fee of (\$694.25 + \$17.50) = \$711.75 The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
H/7 FOR HIRE 44,000 lbs GVW	55-4-113(a)(2)(A)	State County	None	768.50	2.50	Applicable to freight motor vehicles that are for hire and not more than 44,000 lbs. The registration fee applicable to a plate in this class (base fee (\$768.50) + standard state fee (\$2.75) ) = \$771.25 is applied. In addition the Safety Inspection fee is applied (2.5 % of \$768.50) = (\$19.21), this is rounded to the nearest (\$0.50) which approximates to (\$19.00) to provide a total state fee of (\$771.25 + \$19.00) = \$790.25 The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.

<b>FEE DESCRIPTION</b>	<b>TCA Statute</b>	<b>Government Authority</b>	<b>\$ Fee Cap</b>	<b>\$ State Fee</b>	<b>\$ County Fee</b>	<b>Special Business Rule/Comments</b>
H/8 FOR HIRE 56,000 lbs GVW	55-4-113(a)(2)(A)	State County	None	922.50	2.50	Applicable to freight motor vehicles that are for hire and not more than 56,000 lbs. The registration fee applicable to a plate in this class (base fee (\$922.50) + standard state fee (\$2.75) ) = \$925.25 is applied. In addition the Safety Inspection fee is applied (2.5 % of \$922.50) = (\$23.06), this is rounded to the nearest (\$0.50) which approximates to (\$23.00) to provide a total state fee of (\$925.25 + \$23.00) = \$948.25 The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
H/9 FOR HIRE 66,000 lbs GVW	55-4-113(a)(2)(A)	State County	None	999.00	2.50	Applicable to freight motor vehicles that are for hire and not more than 66,000 lbs. The registration fee applicable to a plate in this class (base fee (\$999.00) + standard state fee (\$2.75) ) = \$1001.75 is applied. In addition the Safety Inspection fee is applied (2.5 % of \$999.00) = (\$24.98), this is rounded to the nearest (\$0.50) which approximates to (\$25.00) to provide a total state fee of (\$1001.75 + \$25.00) = \$1026.75 The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
H/10 FOR HIRE 74,000 lbs GVW	55-4-113(a)(2)(A)	State County	None	1,178.50	2.50	Applicable to freight motor vehicles that are for hire and not more than 74,000 lbs. The registration fee applicable to a plate in this class (base fee (\$1178.50) + standard state fee (\$2.75) ) = \$1181.25 is applied. In addition the Safety Inspection fee is applied (2.5 % of \$1178.50) = (\$29.46), this is rounded to the nearest (\$0.50) which approximates to (\$25.00) to provide a total state fee of (\$1181.25 + \$29.50) = \$1210.75 The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
H/11 FOR HIRE 80,000 lbs GVW	55-4-113(a)(2)(A)	State County	None	1,332.50	2.50	Applicable to freight motor vehicles that are for hire and not more than 80,000 lbs. The registration fee applicable to a plate in this class (base fee (\$1332.50) + standard state fee (\$2.75) ) = \$1335.25 is applied. In addition the Safety Inspection fee is applied (2.5 % of \$1332.50) = (\$33.31), this is rounded to the nearest (\$0.50) which approximates to (\$33.50) to provide a total state fee of (\$1335.25 + \$33.50) = \$1368.75 The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
<b><u>ANNUAL FLEET FREIGHT REGISTRATION – UPS (FOR HIRE)</u></b>						
H/1 UNITED PARCEL SERVICE FOR HIRE 9,000 lbs GVW	55-4-502 55-4-113(a)(2)(A)	State County	None	48.50	2.50	Applicable to freight motor vehicles that are for hire and not more than 9000 lbs which belong to a fleet. The registration fee applicable to a plate in this class (base fee (\$48.50) + standard state fee (\$2.75) ) = \$51.25 is applied. In addition the Safety Inspection fee is applied (2.5 % of \$48.50) = (\$0.95), this is rounded to the nearest (\$1.21) which approximates to (\$1.00) to provide a total state fee of (\$51.25 + \$1.00) = \$52.25 The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
H/2 UNITED PARCEL SERVICE FOR HIRE 16,000 lbs GVW	55-4-502 55-4-113(a)(2)(A)	State County	None	102.50	2.50	Applicable to freight motor vehicles that are for hire and not more than 16,000 lbs and belong to a fleet. The registration fee applicable to a plate in this class (base fee (\$102.50) + standard state fee (\$2.75) ) = \$105.25 is applied. In addition the Safety Inspection fee is applied (2.5 % of \$102.50) = (\$2.56), this is rounded to the nearest (\$0.50) which approximates to (\$2.50) to provide a total state fee of (\$105.25 + \$2.50) = \$107.75 The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.

<b>FEE DESCRIPTION</b>	<b>TCA Statute</b>	<b>Government Authority</b>	<b>\$ Fee Cap</b>	<b>\$ State Fee</b>	<b>\$ County Fee</b>	<b>Special Business Rule/Comments</b>
H/3 UNITED PARCEL SERVICE FOR HIRE 20,000 lbs GVW	55-4-502 55-4-113(a)(2)(A)	State County	None	307.50	2.50	Applicable to freight motor vehicles that are for hire and not more than 20,000 lbs and belong to a fleet. The registration fee applicable to a plate in this class (base fee (\$307.50) + standard state fee (\$2.75) ) = \$310.25 is applied. In addition the Safety Inspection fee is applied (2.5 % of \$307.50) = (\$7.69), this is rounded to the nearest (\$0.50) which approximates to (\$7.50) to provide a total state fee of (\$310.25 + \$7.50) = \$317.75 The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
H/4 UNITED PARCEL SERVICE FOR HIRE 26,000 lbs GVW	55-4-502 55-4-113(a)(2)(A)	State County	None	461.00	2.50	Applicable to freight motor vehicles that are for hire and not more than 26,000 lbs. The registration fee applicable to a plate in this class (base fee (\$461.00) + standard state fee (\$2.75) ) = \$463.75 is applied. In addition the Safety Inspection fee is applied (2.5 % of \$461.00) = (\$11.53), this is rounded to the nearest (\$0.50) which approximates to (\$11.50) to provide a total state fee of (\$463.75 + \$11.50) = \$475.25 The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
H/5 UNITED PARCEL SERVICE FOR HIRE 32,000 lbs GVW	55-4-502 55-4-113(a)(2)(A)	State County	None	615.00	2.50	Applicable to freight motor vehicles that are for hire and not more than 32,000 lbs. The registration fee applicable to a plate in this class (base fee (\$615.00) + standard state fee (\$2.75) ) = \$617.75 is applied. In addition the Safety Inspection fee is applied (2.5 % of \$615.00) = (\$15.38), this is rounded to the nearest (\$0.50) which approximates to (\$15.50) to provide a total state fee of (\$617.75 + \$15.50) = \$633.25 The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
H/6 UNITED PARCEL SERVICE FOR HIRE 38,000 lbs GVW	55-4-502 55-4-113(a)(2)(A)	State County	None	691.50	2.50	Applicable to freight motor vehicles that are for hire and not more than 38,000 lbs. The registration fee applicable to a plate in this class (base fee (\$691.50) + standard state fee (\$2.75) ) = \$694.25 is applied. In addition the Safety Inspection fee is applied (2.5 % of \$691.50) = (\$17.29), this is rounded to the nearest (\$0.50) which approximates to (\$17.50) to provide a total state fee of (\$694.25 + \$17.50) = \$711.75 The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
<b><u>FARM TRUCKS, LOGGING AND LUMBERING TRUCKS</u></b>						
J/2 JOINT 16,000 lbs GVW	55-4-113(a)(4)(A)	State County	None	33.00	2.50	Applicable to motor vehicles used exclusively for the movement of farm products or operated as farm trucks that are no more than 16,000 lbs. The registration fee applicable to a plate in this class (base fee (\$33.00) + standard state fee (\$2.75) ) = \$35.75 is applied. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
J/3 JOINT 20,000 lbs GVW	55-4-113(a)(4)(A)	State County	None	99.00	2.50	Applicable to motor vehicles used exclusively for the movement of farm products or operated as farm trucks that are no more than 20,000 lbs. The registration fee applicable to a plate in this class (base fee (\$99.00) + standard state fee (\$2.75) ) = \$101.75 is applied. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
J/4 JOINT 26,000 lbs GVW	55-4-113(a)(4)(A)	State County	None	128.00	2.50	Applicable to motor vehicles used exclusively for the movement of farm products or operated as farm trucks that are no more than 26,000 lbs. The registration fee applicable to a plate in this class (base fee (\$128.00) + standard state fee (\$2.75) ) = \$130.75 is applied. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.

<b>FEE DESCRIPTION</b>	<b>TCA Statute</b>	<b>Government Authority</b>	<b>\$ Fee Cap</b>	<b>\$ State Fee</b>	<b>\$ County Fee</b>	<b>Special Business Rule/Comments</b>
J/5 JOINT 32,000 lbs GVW	55-4-113(a)(4)(A)	State County	None	172.75	2.50	Applicable to motor vehicles used exclusively for the movement of farm products or operated as farm trucks that are no more than 32,000 lbs. The registration fee applicable to a plate in this class (base fee (\$170.00) + standard state fee (\$2.75) ) = \$172.75 is applied. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
J/6 JOINT 38,000 lbs GVW	55-4-113(a)(4)(A)	State County	None	198.00	2.50	Applicable to motor vehicles used exclusively for the movement of farm products or operated as farm trucks that are no more than 38,000 lbs. The registration fee applicable to a plate in this class (base fee (\$198.00) + standard state fee (\$2.75) ) = \$200.75 is applied. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
J/7 JOINT 44,000 lbs GVW	55-4-113(a)(4)(A)	State County	None	220.00	2.50	Applicable to motor vehicles used exclusively for the movement of farm products or operated as farm trucks that are no more than 44,000 lbs. The registration fee applicable to a plate in this class (base fee (\$220.00) + standard state fee (\$2.75) ) = \$222.75 is applied. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
J/8 JOINT 56,000 lbs GVW	55-4-113(a)(4)(A)	State County	None	270.00	2.50	Applicable to motor vehicles used exclusively for the movement of farm products or operated as farm trucks that are no more than 56,000 lbs. The registration fee applicable to a plate in this class (base fee (\$270.00) + standard state fee (\$2.75) ) = \$272.75 is applied. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
J/9 JOINT 66,000 lbs GVW	55-4-113(a)(4)(A)	State County	None	312.00	2.50	Applicable to motor vehicles used exclusively for the movement of farm products or operated as farm trucks that are no more than 66,000 lbs. The registration fee applicable to a plate in this class (base fee (\$312.00) + standard state fee (\$2.75) ) = \$314.75 is applied. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
J/10 JOINT 74,000 lbs GVW	55-4-113(a)(4)(A)	State County	None	364.00	2.50	Applicable to motor vehicles used exclusively for the movement of farm products or operated as farm trucks that are no more than 74,000 lbs. The registration fee applicable to a plate in this class (base fee (\$364.00) + standard state fee (\$2.75) ) = \$366.75 is applied. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
J/11 JOINT 80,000 lbs GVW	55-4-113(a)(4)(A)	State County	None	492.00	2.50	Applicable to motor vehicles used exclusively for the movement of farm products or operated as farm trucks that are no more than 80,000 lbs. The registration fee applicable to a plate in this class (base fee (\$492.00) + standard state fee (\$2.75) ) = \$494.75 is applied. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
BUS "C" - Municipality Limit Fee (Buses within Municipality ONLY)	55-4-112(b) 55-4-111(a)(1)(B)	State County	25.00	0.50 for each passen- ger seat	2.50	Applicable to private and commercial motor vehicles operating for hire and transporting passengers within the defined limits of municipality of the state. The municipal limits shall not extend more than 15 miles outside of the city. The fees are calculated at (\$0.50) per passenger seat with a minimum state fee cap for the municipality limit fee is set at (\$25.00). The regular base registration fee for the motor vehicle will be added + the standard state fee for plates to provide the total state fee for that activity

<b>FEE DESCRIPTION</b>	<b>TCA Statute</b>	<b>Government Authority</b>	<b>\$ Fee Cap</b>	<b>\$ State Fee</b>	<b>\$ County Fee</b>	<b>Special Business Rule/Comments</b>
BUS "C" WITHIN MUNICIPALITY ONLY - Demonstrative Example showing full cost of all fees for registering a passenger vehicle for hire operating within municipal limits	55-4-112(b) 55-4-111(a)(1)(B)	State County	25.00	25.00	2.50	Given that the vehicle under consideration is a passenger vehicle with 5 seats the total state fees would be as follows: (Base Fee (\$18.75) + Standard State Fee (\$2.75) + Minimum Municipal Limit Fee (\$25.00) ) = \$46.50
CONCRETE 15 MILE ZONE	55-4-113(a)(7)(A)	State County	None	310.00	2.50	Applicable to concrete trucks that operate within a limited city zone as specified by special zone license. The registration fee applicable to a plate in this class (base fee (\$310.00) + standard state fee (\$2.75) ) = \$312.75 is applied. In addition the Safety Inspection fee is applied (2.5 % of \$310.00) = (\$7.75), this is rounded to the nearest (\$0.50) which approximates to (\$8.00) to provide a total state fee of ( \$312.75 + \$8.00) = \$320.75 The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
CONCRETE MULTI- COUNTY	55-4-113(a)(7)(B)	State County	None	400.00	2.50	Applicable to concrete trucks that operate within a county and other counties that adjoin it as specified by special zone license. The registration fee applicable to a plate in this class (base fee (\$400.00) + standard state fee (\$2.75) ) = \$402.75 is applied. In addition the Safety Inspection fee is applied (2.5 % of \$400.00) = (\$10.00), this is rounded to the nearest (\$0.50) which approximates to (\$10.00) to provide a total state fee of ( \$402.75 + \$10.00) = \$412.75 The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
TRUCK 74,000 LBS 15 MILE ZONE	55-4-113(a)(7)(A)	State County	None	430.00	2.50	Applicable to freight motor vehicles that operate within a limited city zone as specified by special zone license and not exceeding a gross weight of 74,000 lbs. The registration fee applicable to a plate in this class (base fee (\$430.00) + standard state fee (\$2.75) ) = \$432.75 is applied. In addition the Safety Inspection fee is applied (2.5 % of \$430.00) = (\$10.75), this is rounded to the nearest (\$0.50) which approximates to (\$11.00) to provide a total state fee of ( \$432.75 + \$11.00) = \$443.75 The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
TRUCK 74,000 LBS MULTI-COUNTY	55-4-113(a)(7)(B)	State County	None	560.00	2.50	Applicable to freight vehicles that operate within a county and other counties that adjoin it as specified by special zone license and have a gross weight of 74,000 lbs. The registration fee applicable to a plate in this class (base fee (\$560.00) + standard state fee (\$2.75) ) = \$562.75 is applied. In addition the Safety Inspection fee is applied (2.5 % of \$560.00) = (\$14.00), this is rounded to the nearest (\$0.50) which approximates to (\$14.00) to provide a total state fee of ( \$562.75 + \$14.00) = \$576.75 The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.

<b>FEE DESCRIPTION</b>	<b>TCA Statute</b>	<b>Government Authority</b>	<b>\$ Fee Cap</b>	<b>\$ State Fee</b>	<b>\$ County Fee</b>	<b>Special Business Rule/Comments</b>
TRUCK 80,000 LBS 15 MILE ZONE	55-4-113(a)(7)(A)	State County	None	500.00	2.50	Applicable to freight vehicles that operate within a city zone as specified by special zone license and not exceeding a maximum gross weight of 80,000 lbs. The registration fee applicable to a plate in this class (base fee (\$500.00) + standard state fee (\$2.75) ) = \$502.75 is applied. In addition the Safety Inspection fee is applied (2.5 % of \$500.00) = (\$12.50), this is rounded to the nearest (\$0.50) which approximates to (\$12.50) to provide a total state fee of (\$502.75 + \$12.50) = \$515.25 The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
TRUCK 80,000 LBS MULTI-COUNTY	55-4-113(a)(7)(B)	State County	None	650.00	2.50	Applicable to freight vehicles that operate within a county and other counties that adjoin it as specified by special zone license and have a maximum gross weight of 80,000 lbs. The registration fee applicable to a plate in this class (base fee (\$650.00) + standard state fee (\$2.75) ) = \$652.75 is applied. In addition the Safety Inspection fee is applied (2.5 % of \$650.00) = (\$16.25), this is rounded to the nearest (\$0.50) which approximates to (\$16.50) to provide a total state fee of (\$652.75 + \$16.50) = \$669.25 The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
WELL DRILLER	55-4-113(a)(5)	State County	None	34.75	2.50	Applicable to motor vehicles defined as well drillers. This is a fixed load vehicle designed or used to carry freight, property, etc. The registration fee applicable to a plate in this class (base fee (\$32.00) + standard state fee (\$2.75) ) = \$34.75 is applied. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
FIXED LOAD 9,000 LBS GVW	55-4-113(a)(1)(L)	State County	None	12.50	2.50	The state fee for this fixed load is \$12.50 calculated as: 2.5% [BRF] = [SIF] Safety Inspection Fee 1.) Cal. 2.5% of base registration fee [BRF] (\$38.00) = (\$0.95) 2.) 2.5 % [BRF] + [BRF] = (\$0.95) + (\$38.00) = (\$38.95) 3.) Round the above value (\$38.95) to the nearest fifty cents (\$0.50) = (\$39.00) 4.) Calculate 25% of rounded value [RV] (\$39.00) = (\$9.75) 5.) ( [25% RV] = (\$9.75) ) + std plate reg. fee (\$2.75) = (\$9.75) + (\$2.75) = (\$12.50) The county cl
FIXED LOAD 16,000 LBS GVW	55-4-113(a)(1)(L)	State County	None	19.13	2.50	The state fee for this fixed load is \$19.13 calculated as: 1.) Cal. 2.5% of base registration fee [BRF] (\$64.00) = (\$1.60) 2.) 2.5 % [BRF] + [BRF] = (\$1.60) + (\$64.00) = (\$65.60) 3.) Round the above value (\$65.60) to the nearest fifty cents (\$0.50) = (\$65.50) 4.) Calculate 25% of rounded value (RV) (\$65.50) = (\$16.38) 5.) ( [25% RV] = (\$16.38) ) + std plate reg. fee (\$2.75) = (\$16.38) + (\$2.75) = (\$19.13) The county clerk fee for processing plates (\$2.50) is add
FIXED LOAD 20,000 LBS GVW	55-4-113(a)(1)(L)	State County	None	52.00	2.50	The state fee for this fixed load is \$52.00 calculated as: 1.) Cal. 2.5% of base registration fee [BRF] (\$192.00) = (\$4.80) 2.) 2.5 % [BRF] + [BRF] = (\$4.80) + (\$192.00) = (\$196.80) 3.) Round the above value (\$196.80) to the nearest fifty cents (\$0.50) = (\$197.00) 4.) Calculate 25% of rounded value (RV) (\$197.00) = (\$49.25) 5.) ( [25% RV] = (\$49.25) ) + std plate reg. fee (\$2.75) = (\$49.25) + (\$2.75) = (\$52.00) The county clerk fee for processing plates (\$2.50) is added p



<b>FEE DESCRIPTION</b>	<b>TCA Statute</b>	<b>Government Authority</b>	<b>\$ Fee Cap</b>	<b>\$ State Fee</b>	<b>\$ County Fee</b>	<b>Special Business Rule/Comments</b>
FIXED LOAD 26,000 LBS GVW	55-4-113(a)(1)(L)	State County	None	94.63	2.50	The state fee for this fixed load is \$94.63 calculated as: 2.5% [BRF] = [SIF] Safety Inspection Fee 1.) Cal. 2.5% of base registration fee [BRF] (\$358.50) = (\$8.96) 2.) 2.5 % [BRF] + [BRF] = (\$8.96) + (\$358.50) = (\$367.46) 3.) Round the above value (\$367.46) to the nearest fifty cents (\$0.50) = (\$367.50) 4.) Calculate 25% of rounded value (RV) (\$367.50) = (\$91.88) 5.) ( [25% RV] = (\$91.88) ) + std plate reg. fee (\$2.75) = (\$94.25) + (\$2.75) = (\$94.63) The county clerk fee for proc
FIXED LOAD 32,000 LBS GVW	55-4-113(a)(1)(L)	State County	None	127.38	2.50	The state fee for this fixed load is \$127.38 calculated as: 2.5% [BRF] = [SIF] Safety Inspection Fee 1.) Cal. 2.5% of base registration fee [BRF] (\$486.50) = (\$12.16) 2.) 2.5 % [BRF] + [BRF] = (\$12.16) + (\$486.50) = (\$498.66) 3.) Round the above value (\$498.66) to the nearest fifty cents (\$0.50) = (\$498.50) 4.) Calculate 25% of rounded value (RV) (\$498.50) = (\$124.63) 5.) ( [25% RV] = (\$124.63) ) + std plate reg. fee (\$2.75) = (\$124.63) + (\$2.75) = (\$127.38)
FIXED LOAD 38,000 LBS GVW	55-4-113(a)(1)(L)	State County	None	147.13	2.50	The state fee for this fixed load is \$147.13 calculated as: 1.) Cal. 2.5% of base registration fee [BRF] (\$563.50) = (\$14.09) 2.) 2.5 % [BRF] + [BRF] = (\$14.09) + (\$563.50) = (\$577.59) 3.) Round the above value (\$577.59) to the nearest fifty cents (\$0.50) = (\$577.50) 4.) Calculate 25% of rounded value (RV) (\$577.50) = (\$144.38) 5.) ( [25% RV] = (\$144.38) ) + std plate reg. fee (\$2.75) = (\$144.38) + (\$2.75) = (\$147.13) The county clerk fee for processing plates (\$2.50) is
FIXED LOAD 44,000 LBS GVW	55-4-113(a)(1)(L)	State County	None	160.38	2.50	The state fee for this fixed load is \$160.38 calculated as: 1.) Cal. 2.5% of base registration fee [BRF] (\$615.00) = (\$15.38) 2.) 2.5 % [BRF] + [BRF] = (\$15.38) + (\$615.00) = (\$630.38) 3.) Round the above value (\$630.38) to the nearest fifty cents (\$0.50) = (\$630.50) 4.) Calculate 25% of rounded value (RV) (\$630.50) = (\$157.63) 5.) ( [25% RV] = (\$157.63) ) + std plate reg. fee (\$2.75) = (\$157.63) + (\$2.75) = (\$160.38) The county clerk fee for processing plates (\$2.50) is
FIXED LOAD 56,000 LBS GVW	55-4-113(a)(1)(L)	State County	None	199.63	2.50	The state fee for this fixed load is \$199.63 calculated as: 1.) Cal. 2.5% of base registration fee [BRF] (\$768.50) = (\$19.21) 2.) 2.5 % [BRF] + [BRF] = (\$19.21) + (\$768.50) = (\$787.71) 3.) Round the above value (\$787.71) to the nearest fifty cents (\$0.50) = (\$787.50) 4.) Calculate 25% of rounded value (RV) (\$787.50) = (\$196.88) 5.) ( [25% RV] = (\$196.88) ) + std plate reg. fee (\$2.75) = (\$196.88) + (\$2.75) = (\$199.63) The county clerk fee for processing plates (\$2.50) is
FIXED LOAD 66,000 LBS GVW	55-4-113(a)(1)(L)	State County	None	232.50	2.50	The state fee for this fixed load is \$232.50 calculated as: 1.) Cal. 2.5% of base registration fee [BRF] (\$896.50) = (\$22.41) 2.) 2.5 % [BRF] + [BRF] = (\$22.41) + (\$896.50) = (\$918.91) 3.) Round the above value (\$918.91) to the nearest fifty cents (\$0.50) = (\$919.00) 4.) Calculate 25% of rounded value (RV) (\$919.00) = (\$229.75) 5.) ( [25% RV] = (\$229.75) ) + std plate reg. fee (\$2.75) = (\$229.75) + (\$2.75) = (\$232.50) The county clerk fee for processing plates (\$2.50) is

<b>FEE DESCRIPTION</b>	<b>TCA Statute</b>	<b>Government Authority</b>	<b>\$ Fee Cap</b>	<b>\$ State Fee</b>	<b>\$ County Fee</b>	<b>Special Business Rule/Comments</b>
FIXED LOAD 74,000 LBS GVW	55-4-113(a)(1)(L)	State County	None	265.38	2.50	The state fee for this fixed load is \$265.38 calculated as: 1.) Cal. 2.5% of base registration fee [BRF] (\$1025.00) = (\$25.63) 2.) 2.5 % [BRF] + [BRF] = (\$25.63) + (\$1025.00) = (\$1050.63) 3.) Round the above value (\$1050.63) to the nearest fifty cents (\$0.50) = (\$1050.50) 4.) Calculate 25% of rounded value (RV) (\$1050.50) = (\$262.63) 5.) ( [25% RV] = (\$262.63) ) + std plate reg. fee (\$2.75) = (\$262.63) + (\$2.75) = (\$265.38) The county clerk fee for processing plates (\$2.5
FIXED LOAD 80,000 LBS GVW	55-4-113(a)(1)(L)	State County	None	344.25	2.50	The state fee for this fixed load is \$344.24 calculated as: 1.) Cal. 2.5% of base registration fee [BRF] (\$1332.50) = (\$33.31) 2.) 2.5 % [BRF] + [BRF] = (\$33.31) + (\$1332.50) = (\$1365.81) 3.) Round the above value (\$1365.81) to the nearest fifty cents (\$0.50) = (\$1366.00) 4.) Calculate 25% of rounded value (RV) (\$1366.00) = (\$341.50) 5.) ( [25% RV] = (\$341.50) ) + std plate reg. fee (\$2.75) = (\$262.63) + (\$2.75) = (\$344.25) The county clerk fee for processing plates (\$2.5
MOBILE HOME ( < or = 8 feet)	55-4- 111(a)(1)(D)(ii)	State County	None	19.00	2.50	Applicable to mobile homes with width not exceeding 8 feet. This fee consist of the base registration fee (\$19.00) + the standard state plate fee (\$2.75) to give a total state fee of (\$21.50). The county fees are added with any applicable wheel taxes to complete the cost of this activity.
MOBILE HOME ( > 8 feet)	55-4- 111(a)(1)(D)(iii)	State County	None	31.00	2.50	Applicable to mobile homes with width exceeding 8 feet. This fee consist of the base registration fee (\$31.00) + the standard state plate fee (\$2.75) to give a total state fee of (\$33.75). The county fees are added with any applicable wheel taxes to complete the cost of this activity.
<b><u>MOTORCYCLE</u></b>						
MOTORCYCLE	55-4-111(a)(1)(A)	State County	None	11.75	2.50	This fee consist of the base registration fee (\$11.75) + the standard state plate fee (\$2.75) to give a total state fee of (\$14.50). The county fees are added with any applicable wheel taxes to complete the cost of this activity.
MOTORCYCLE DEALER - Master plate max 1	55-4-221(b)(3)	State County	None	42.00	2.50	The Master plate is always the 1st plate to be purchased by a motorcycle dealer for the fiscal period. This plate has no distinguishing characteristics than any other "Motorcycle" dealer plate in inventory. However the first dealer plate purchased is priced at a different rate than the other plates purchased for a fiscal period. This 1st plate is at the rate of twice the amount of the annual registration fee for a passenger motor vehicle less the cost of a New System fee ( (\$21.50 x 2) -\$1.00) amounting to \$42.00. The new system fee (\$1.00) is subtracted as the statute does not provide for this fee to be added twice for a single plate.
DEALER VEHICLE PREP - (Non Master) MAXIMUM PLATES 48	55-4-221(b)(3)	State County	10.00	21.50	1.25	The state fee for a motorcycle dealer plate is at the regular registration fee of a passenger motor vehicle (\$21.50). A total county fee cap of \$10/day applies to dealers purchasing motorcycle dealer tags. A motorcycle dealer is entitled to a quantity of 49 plates for each fiscal period.
Replacing "Vehicle Preparation" Dealer plates - Lost Plates	55-4-221(b)(3) 55-4-117(b)(1)	State County	10.00	21.50	1.00	Applicable when a dealer replaces a lost dealer plate. No fee distinction is made between a master plate or a non-master plate being returned. The state fee for a new dealer plate is at the regular registration fee of a passenger motor vehicle (\$21.50). The county fee for this activity is \$1.00 plus any applicable wheel/privilege taxes for the county.



<b>FEE DESCRIPTION</b>	<b>TCA Statute</b>	<b>Government Authority</b>	<b>\$ Fee Cap</b>	<b>\$ State Fee</b>	<b>\$ County Fee</b>	<b>Special Business Rule/Comments</b>
Replacing "Vehicle Preparation" Dealer plates - Mutilated or Damaged Plates	55-4-117(b)(1)	State County	10.00	3.75	1.25	Applicable only when a motorcycle dealer needs to replace a mutilated or damaged motorcycle dealer plate. The damaged or mutilated plate must be surrendered to the county clerk. The state replacement fee for this activity is (\$1.00). The standard state fee (\$2.75) for plates is added to the replacement fee to amount to a total state fee of (\$3.75). The county fee for this activity is \$1.25 plus any applicable wheel/privilege taxes for the county.
MOTORCYCLE CULTURAL	55-4-211(a)(1)	State County	None	25.00	2.50	This specialty plate registration fee (\$25.00) is added to the state fees associated with the issuance of a regular motorcycle plate (\$14.50) to arrive at the total state fees (\$39.50) deemed payable for a cultural motorcycle plate. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
MOTORCYCLE AMATEUR RADIO - without special fee	54-4-229(b)(1) 55-4-229(e)(1) 55-4-229(e)(2)	State County	None	14.50	2.50	Applicable to individuals who belong to a squad or group that participate in needed services in all emergencies. This fee consist of the base registration fee (\$11.75) + the standard state plate fee (\$2.75) to give a total state fee of (\$14.50). The county fees are added with any applicable wheel taxes to complete the cost of this activity.
MOTORCYCLE AMATEUR RADIO - with special fee	54-4-229(b)(1)	State County	None	25.00	2.50	Applicable to applicants that do not meet the qualifications for emergency groups as outlined above. This special "add on" plate registration fee (\$25.00) is added to the state fees associated with the issuance of a regular motorcycle plate (\$14.50) to arrive at the total state fees (\$39.50) deemed payable for a cultural motorcycle plate. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
<b>MOTORCYCLE SHRINE - ABOLISHED - DO NOT RENEW</b>						<b>Plate Abolished no fees available, Cannot be renewed</b>
MOTORCYCLE ANTIQUE	55-4-111(a)(1)(C)	State County		25.00	2.50	This antique fee (\$25.00) is paid in addition to the standard regular registration fees for plates (\$2.75) for the registration of the vehicle to amount to a total state fee of (\$27.75). No renewal fees are applicable to antique vehicles. No transfer fees are applicable to antique vehicles.
MOTORCYCLE DISABLED	55-4-224(a) 55-4-111(a)(1)(A)	State County		14.50	2.50	Applicable to additional motorcycles being registered by a disabled driver outside of the ones for which fees were waived. This fee consist of the base registration fee (\$11.75) + the standard state plate fee (\$2.75) to give a total state fee of (\$14.50). The county fees are added with any applicable wheel taxes to complete the cost of this activity.
MOTORCYCLE DISABLED (NO CHARGE)	55-21-103(a)(1)	State County	None	0.00	2.50	State fees are waived for disabled motorcycle driver permanently confined to a wheelchair. The applicant is entitled to a single free plate but provisions are available for the fees for a second plate to be waived if there is another disabled person in the household.
COMMERCIAL MOTORCYCLE	55-4-111-(a)(1)(B)	State County	None	23.75	2.50	Applicable to additional motorcycles used for commercial purposes. This fee consist of the base registration fee (\$21.00) + the standard state plate fee (\$2.75) to give a total state fee of (\$23.75)
<b><u>STATE AND GOVERNMENT SERVICE</u></b>						

<b>FEE DESCRIPTION</b>	<b>TCA Statute</b>	<b>Government Authority</b>	<b>\$ Fee Cap</b>	<b>\$ State Fee</b>	<b>\$ County Fee</b>	<b>Special Business Rule/Comments</b>
State Vehicles	55-4-223(a)(1)(A)	State County	None	1.25	2.50	Applicable to government service vehicles which are owned by the state. Some exceptions apply as for senior citizen centers. This fee (\$1.25) is paid in addition to the standard regular registration fees for plates (\$2.75) for the registration of the vehicle to amount to a total state fee of (\$4.00). No renewal fees are applicable to government service vehicles. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
MOTORCYCLE	55-4-223(a)(1)(A)(4)	State County	None	1.25	2.50	Applicable to government service vehicles which are owned by the state. This fee (\$1.25) is paid in addition to the standard regular registration fees for plates (\$2.75) for the registration of the vehicle to amount to a total state fee of (\$4.00). No renewal fees are applicable to government service vehicles. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
STATE EQUIPMENT	55-4-223(a)(1)(A)	State County	None	1.25	2.50	Applicable to government service vehicles which are owned by the state. This fee (\$1.25) is paid in addition to the standard regular registration fees for plates (\$2.75) for the registration of the vehicle to amount to a total state fee of (\$4.00). No renewal fees are applicable to government service vehicles. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
<b><u>TRAILERS</u></b>						
TRAILER "E"	55-4-111-(a)(1)(D)	State County	None	9.50	2.50	This fee (\$9.50) is paid in addition to the standard regular registration fees for plates (\$2.75) for the registration of the vehicle to amount to a total state fee of (\$12.25). No renewal fees are applicable to government service vehicles. The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
TRAILER "E" 10 YEAR	55-4-111-(a)(1)(D) 55-4-111(a)(4)(d)	State County	None	9.50	2.50	This fee (\$9.50) is paid in addition to the standard regular registration fees for plates (\$2.75) for the registration of the vehicle to amount to a total state fee of (\$12.25). The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.
SEMI TRAILER	55-4-113(a)(6)(A)	State County	None	52.75	2.50	This fee (\$50.00) is paid in addition to the standard regular registration fees for plates (\$2.75) for the registration of the vehicle to amount to a total state fee of (\$52.75). The county clerk fee for processing plates (\$2.50) is added plus any applicable wheel taxes for the county.

## Fee Schedule Table 2 of 2

County	Auto Wheel Tax	Comm. Wheel Tax	Motor cycle Wheel Tax	City Tax	Special Business Rules/ Comments	Exemptions
Anderson	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
Bedford	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
Benton	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
Bledsoe	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
Blount	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
Bradley	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
<b>Campbell</b>						
Campbell - County	\$35.00	\$35.00	\$35.00	\$0.00		
Campb - Jacksboro	\$35.00	\$35.00	\$35.00	\$0.00		
Cannon	\$50.25	\$50.25	\$50.25	\$0.00		
<b>Carroll</b>						
Carroll - County	\$10.00	\$10.00	\$10.00	\$0.00		
Carroll - Mckenzie	\$10.00	\$10.00	\$10.00	\$10.00		
Carter	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
Cheatham	\$51.00	varies	\$18.00	\$0.00	Cheatham county has several wheel taxes for commercial vehicles based on the weight class of the vehicle as follows: P1: 9000 lbs - (\$51.00); P2: 16,000 lbs - (\$56.00); P3: 20,000 - (\$61.00), P4: 26,000 lbs - (\$66.00); P5: 32,000 lbs - (\$71.00); P6 - P11: > 38,000 lbs - (\$76.00) The weight classes as described are applicable to both commercial and joint farm tags.	
Chester	\$15.35	\$15.35	\$15.35	\$0.00		
Claiborne	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
Clay	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
Cocke	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
Coffee	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
Crockett	\$73.50	\$73.50	\$73.50	\$73.50		
Cumberland	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
Davidson	\$35.00	\$46.00	\$35.00	\$0.00		
Decatur	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
Dekalb	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
Dickson	\$40.00	\$40.00	\$40.00	\$0.00		
Dyer	\$40.15	\$40.15	\$40.15	\$0.00		
Fayette	\$25.50	\$25.50	\$25.50	\$0.00		
Fentress	\$25.00	\$25.00	\$12.50	\$0.00		
Franklin	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
<b>Gibson</b>						
Gibson - County	\$25.75	\$25.75	\$5.75	\$0.00		
Gibson - Humboldt	\$25.75	\$25.75	\$5.75	\$30.00		
Gibson - Milan	\$25.75	\$25.75	\$5.75	\$10.00		
Gibson - Trenton	\$25.75	\$25.75	\$5.75	\$10.00		
Giles	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
Grainger	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
Greene	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
Grundy	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
Ham - Morristown	\$27.00	\$27.00	\$27.00	\$0.00		
<b>Hamilton</b>						
Hamilton - County	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
Ham - Chattanooga	\$0.00	\$0.00	\$0.00	\$5.00		
Hancock	\$20.00	\$20.00	\$20.00	\$0.00		
Hardeman	\$30.00	\$30.00	\$30.00	\$0.00		
Hardin - Savannah	\$11.00	\$11.00	\$11.00	\$0.00		
Hawkins	\$27.00	\$27.00	\$27.00	\$0.00		
<b>Haywood</b>						
Haywood - County	\$30.50	\$30.50	\$30.50	\$0.00		
Hay - Brownsville	\$37.50	\$37.50	\$37.50	\$7.00		
<b>Henderson</b>						
Henderson - City	\$20.00	\$20.00	\$20.00	\$0.00		
Henderson - County	\$20.00	\$20.00	\$20.00	\$0.00		

County	Auto Wheel Tax	Comm. Wheel Tax	Motor cycle Wheel Tax	City Tax	Special Business Rules/ Comments	Exemptions
Henry	\$34.00	\$34.00	\$34.00	\$0.00		
Hickman	\$30.50	\$30.50	\$30.50	\$0.00		
Houston	\$15.50	\$15.50	\$15.50	\$0.00		
Humphreys	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
Jackson	\$15.50	\$15.50	\$15.50	\$0.00		
Jefferson	\$25.00	\$25.00	\$25.00	\$0.00		
Johnson	\$20.00	\$20.00	\$20.00	\$0.00		
Knox	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
Lake	\$32.50	\$32.50	\$32.50	\$0.00		
Lauderdale	\$55.00	\$55.00	\$55.00	\$0.00		
Lawrence	\$25.00	\$25.00	\$25.00	\$0.00		
Lewis	\$20.00	\$20.00	\$20.00	\$0.00		
Lincoln	\$25.00	\$25.00	\$25.00	\$0.00		
Loudon	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
Macon	\$30.00	\$30.00	\$20.00	\$0.00		
<b>Madison</b>						
Madison - County	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
Madison - Jackson	\$0.00	\$0.00	\$0.00	\$15.00		
Marion	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
Marshall	\$50.00	\$50.00	\$50.00	\$0.00		
Muary	\$25.00	\$25.00	\$25.00	\$0.00		
McMinn	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
McNairy	\$20.00	\$20.00	??	\$0.00		
Meigs	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
Monroe	\$25.00	\$25.00	\$25.00	\$0.00		
Montgomery	\$30.50	\$30.50	\$30.50	\$0.00		
Moore	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
Morgan	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
<b>Obion</b>						
Obion - County	\$30.00	\$30.00	\$30.00	\$0.00		
Obion - Union	\$30.00	\$30.00	\$30.00	\$10.00		
South Fulton	\$30.00	\$30.00	\$30.00	\$20.00		
Overton	\$30.50	\$30.50	\$30.50	\$0.00		
Perry	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
Pickett	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
Polk	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
Putnam	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
Rhea	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
Roane	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
Robertson	\$55.25	varies	\$55.25	\$0.00	Robertson county has several wheel taxes for commercial vehicles based on the weight class of the vehicle as follows: P1: 9000 lbs - (\$55.25); P2: 16,000 lbs - (\$60.25); P3: 20,000 - (\$65.25), P4: 26,000 lbs - (\$70.25); P5: 32,000 lbs - (\$85.25); P6 - P11: > 38,000 lbs - (\$80.25) The weight classes as described are applicable to both commercial and joint farm tags.	
Rutherford	\$32.50	\$32.50	\$32.50	\$0.00		
Scott	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
Sequatchie	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
Sevier	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
<b>Shelby</b>						
Shelby - County	\$25.00	\$40.00	\$25.00	\$0.00	No wheel tax is applicable for the jurisdictions defined as Shelby - County	
Shelby - Bartlett	\$25.00	\$40.00	\$25.00	\$15.00	In addition to the wheel tax (\$25.00) there is a city tax of (\$15).	
Shelby - Collierville	\$25.00	\$40.00	\$25.00	\$20.00	In addition to the wheel tax (\$25.00) there is a city tax of (\$20).	
Shel - Germantown	\$25.00	\$40.00	\$25.00	\$25.00	In addition to the wheel tax (\$25.00) there is a city tax of (\$25).	
Shelby - Millington	\$25.00	\$40.00	\$25.00	\$10.00	In addition to the wheel tax (\$25.00) there is a city tax of (\$10).	
Shelby - Memphis	\$25.00	\$40.00	\$25.00	varies	In addition to the wheel tax (\$25.00) there is a city tax of (\$30) for regular passenger vehicles. Commercial vehicles pay \$40 for wheel tax plus a city tax fees based on the weight class of the vehicle as follows: P1: 9000 lbs - (\$38.00); P2: 16,000 lbs - (\$51.00); P3: 20,000 - (\$83.00), P4: 26,000 lbs - (\$114.00); P5: 32,000 lbs -	

County	Auto Wheel Tax	Comm. Wheel Tax	Motor cycle Wheel Tax	City Tax	Special Business Rules/ Comments	Exemptions
					(\$146.00); P6: 38,000 lbs- (\$177.00); P7: 44,000 lbs - (\$209.00); P8: 56,000 lbs - (\$282.00); P9: 66,000 lbs - (\$313.00); P10: 74,000 lbs - (\$376.00); P11: 80,000 - (\$452.00) The weight classes as described are applicable to both commercial and joint farm tags.	
Smith	\$50.00	\$50.00	\$50.00			
Stewart	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
Sullivan	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
Sumner	\$50.75	\$50.75	\$0.00	\$0.00		
Tipton	\$31.00	\$31.00	\$21.00			
Trousdale	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
Unicoi	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
Union	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
Van Buren	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
Warren	\$30.00	\$30.00	\$30.00	\$0.00		
Washington	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
Wayne	\$11.25	\$11.25	\$11.25	\$0.00		
<b>Weakley</b>						
Weakley - County	\$20.00	\$20.00	\$20.00	\$0.00		
Weakley - Martin	\$20.00	\$20.00	\$20.00	\$0.00		
White	\$0.00	\$0.00	\$0.00	\$0.00	No county wheel Tax/City Tax	Not Applicable
Williamson	\$25.75	\$25.75	\$25.75	\$0.00		
Wilson	\$25.00	\$25.00	\$25.00	\$0.00		

**Attachment K: General System Requirements****Help Screens/On-Line Help**

1. TRUST must provide a comprehensive help facility to display information to users and to return the user to the originating screen location.
2. All help information must be easily accessed from the screens and maintained on-line.
3. The facility must provide the capability to print any information upon request.
4. The help function must be activated through the use of a standardized access path and must accommodate scrolling or paging to allow for multiple page help text on any subject matter.
5. The help text will initially be entered by the Contractor, unless stated otherwise, and then maintained by the Department of Safety. The Department of Safety will assist in the development of the informational text for help screens.
6. The following levels of help must be provided:
  - a. Screen/Transaction level assistance, to access help information for each screen being viewed,
  - b. Field level assistance, to access help information for each piece of data designated by cursor position,
  - c. Error message assistance, to access help information that explains error conditions in more detail,
7. The Department of Safety will independently publish and maintain FAQ's for posting to the Intranet, Extranet, and Internet. TRUST must provide hot links from which users may access the appropriate FAQ listing from within the application.
8. The Contractor must provide within TRUST a hot link allowing Department of Safety staff and County Clerk staff the ability to access the on-line Clerk's Manual; a Microsoft Word manual converted into PDF format. Hot link access to this manual must be at the activity/function level, such that the user is linked to the Clerk Manual Chapter that specifically addresses the activity/function in question. This manual currently exists in Word and will be set up and maintained by the Department of Safety for this on-line use.
9. TRUST must provide its users the ability to access, by way of hot link(s) from within the application, the training documents and manuals defined as project deliverables. Access to this information is to be granted dependent upon the user's authority to access such. For example, training documents designed for clerk staff are not to be accessed by users from the general public.

**On-line Editing**

10. TRUST must accept and edit data on-line. Entry fields must be automatically checked for valid values and the presence of required fields. Edit criteria must be established in a data dictionary or similar repository. Every effort should be taken for edit values to be table-driven rather than hard coded in the system.
11. When data has been entered and the enter key is depressed, TRUST must edit each field and display the errors highlighted.
12. TRUST must position the cursor on a screen at the first highlighted error.

13. TRUST must display meaningful error messages as appropriate to explain highlighted errors. Error messages must be standardized and established in a data dictionary or similar repository. The data must pass accuracy, completeness, and reasonableness test.
14. TRUST must only update the TRUST database with error-free transactions.

## **Comments/Notes**

15. All comments and notes fields should be linked to Microsoft Word version 2000 or greater word processing package to ensure that text can be formatted, spell checked, and printed as a document. The TRUST application must provide the capability to maintain and select standard comments on-line.

## **Restricted Access**

16. TRUST must restrict access to authorized users, and protect against fraud and error. This includes transaction and data set protection. Where possible, the functionality of existing State infrastructure is to be used (RACF, network security, etc.).
17. TRUST must provide user password protection and a capability to schedule user passwords to be changed or updated.
18. TRUST must support the specific security levels to individuals and groups.
19. TRUST must allow distinction of access to output data, reports (see Contract Attachment G: Reports and Inquiries) and screens for inquiry, update, data input, and data deletion.
20. TRUST must provide appropriate security for all sensitive files, such as security classifications (e.g. functional area, screen, special field, output data, and reports).
21. TRUST must keep a log of attempted security violations.
22. The Contractor must implement security such that TRUST is protected from unauthorized access from users on the Internet, Extranet, and Intranet.

## **Audit Trails**

23. TRUST must provide for the necessary audit trails to support the ability to track all transactions. At a minimum, the following capabilities are required:
  - a. TRUST must maintain audit trails of all updates (adds, changes, and deletes), linking user ID numbers, record identifiers, date, time, security violations and the source for the change in the record (e.g. an extract, a user on-line, or a DBA),
  - b. TRUST must provide the capability to inquire on audit trail information.
24. TRUST must maintain detailed audit trails when any form of tender is received, disbursed, or refunded or any controlled stock item is issued. At a minimum, the audit trail will include the identifier of the staff member performing the transaction, the nature, date, and time of the transaction, and the location where the transaction took place.

## **Purging and Archiving:**

25. The TRUST purging/archiving processes will be addressed in design to provide the ability to purge/archive data based on type of data and activity status. It will be necessary to retrieve selected TRUST data and repopulate data bases in an automated fashion.

## **Output Data, Reporting, and Printing Requirements:**

26. TRUST must provide the ability for all output data, including reports, to be produced in PDF format for on-line viewing and printing;. Where possible TRUST must utilize functionality already provided by the State infrastructure such as View Direct for output reports, etc.
27. TRUST must provide the ability for all output data, including reports, to be imported into Microsoft Word and/or Microsoft Excel to ensure that text can be formatted, spell checked, and printed as a document.
28. TRUST must provide for the creation, and update of a report scheduling utility. Wherever possible, TRUST must utilize functionality already provided by the State infrastructure such as CA7, etc.
29. TRUST must provide the capability to download forms, enter and spell check data while on-line, and print, store, and/or transmit to remote locations.
30. TRUST must provide the capability to manage current version of forms and to keep metrics on the dates they are accessed.
31. TRUST must utilize the State Data Center Printer (currently a Xerox 4635 & IBM 4000) for centralized printing of large, bulk printing requests for selected documents, such as Titles and Renewals.
32. TRUST must have the capability to capture pertinent data in 1-D and 2-D standardized barcode format for printing on system outputs such as correspondence, forms, license plate decals and license plates.
33. TRUST must provide for the “on demand” printing of documents and decals listed in Contract Attachment G: Reports and Inquiries, Contract Attachment H: Forms and Decals, and Contract Attachment I: Correspondence. In addition, TRUST must have the ability for designing, creating, and editing on demand stickers.
34. Using the State Standard ad-hoc reporting tool TRUST must provide:
- a. access to pre-defined ad-hoc report templates (by functional area) for the selection of reporting criteria using a custom screen GUI interface (drop down boxes),
  - b. the ability for saving pre-defined ad-hoc reports for future use,
  - c. the ability to search and select from previously defined and saved ad-hoc reports,
  - d. the ability to update a previously defined report and save for future use.

## **Additional System Specific Requirements**

35. TRUST must provide the ability to track previous names and addresses (using, for example, a threading function) and provide the ability for on-line viewing. This tracking should include individual customers as well as companies.
36. TRUST must have Imaging capability for scanning documents originating from outside the system. They must be indexed in accordance with the TRUST functional requirements.



## **State Service Portal**

37. The State's citizens will access TRUST via the State Service Portal on the Internet to perform a variety of functions. The State contracts with a portal provider who is responsible for providing the interface to the citizen. The portal provider will scrape data from TRUST transactions or retrieve data (read only) from TRUST data bases to provide these functions. Data may also be passed back to TRUST transactions to effect data base updates through TRUST

## **Fee Calculation Requirements**

38. The TRUST must be able to calculate appropriate fees and taxes to be assessed for all TRUST related activities. (See Contract Attachment J: Fee Schedules.)
39. The TRUST must be able to calculate the value of credits to be applied for all TRUST related activities. (See Contract Attachment J: Fee Schedules.)
40. The TRUST shall provide for the capability to calculate the fees and credits that are associated with changing one plate class to another plate class for the same owner and vehicle.
41. The TRUST shall provide for the capability to automatically credit calculations based on fee schedules as deemed appropriate for the authorized TDOS location.
42. The TRUST shall provide for automated, prorated credit calculation of wheel taxes and or local taxes at the discretion of the individual county clerks.

## **Infrastructure Requirements**

43. TRUST must be developed as a browser based Web enabled application running on the State's Intranet and accessible via the Internet.
44. TRUST must function the same for both Microsoft Internet Explorer V5.5 SP1 (or higher) and Netscape Navigator V4.76 (or higher).
45. TRUST must utilize HTML and Java Script for the client presentation.
46. TRUST must operate on the State's Wide Area Network Infrastructure.
47. TRUST must provide the functionality to encrypt and decrypt data utilizing Secure Socket Layer (SSL) with 128-bit encryption security capability for Internet browser.
48. TRUST must execute behind the State's firewall architecture.
49. In addition to these Infrastructure Requirements detailed above, TRUST must operate within the State's Technical Architecture as identified in RFP Attachment 9.11, using the version of products currently in use and capable of using any release/version upgrades that may occur during the course of the project. (NOTE: The State expects to add Windows 2000 Server to its Technical Architecture over the course of the next few months and for the purposes of this procurement it may be considered as a part of our architecture.)

## **Design Requirements**

50. TRUST must provide process-related menu and screen architecture that guides the end user through the system.

51. TRUST must utilize Windows Graphical User Interface (GUI) interfaces using drop-down boxes, check boxes, text boxes, radio buttons, etc., to facilitate user friendly data entry and editing.
52. TRUST must include a Soundex function to search data for such entities as staff names, vehicle owners, Lienholders, automobile dealers, insurance companies, etc.
53. TRUST must include additional capabilities to search for data based on Equal to, Contains, Starts with, Within an Acceptable Range and the use of industry accepted wildcards.
54. TRUST must provide table-driven data to support data validation, data entry, business parameters and reporting.
55. TRUST must provide for on-line maintenance of table-driven data.
56. TRUST must utilize reference tables to provide a repository of data necessary to support defined business requirements and to provide the flexibility necessary to support changing business codes and definitions.
57. TRUST must provide the ability for the on-line creation, validation checking, and general maintenance of data stored in reference tables.
58. TRUST reference tables must be easily accessible for on-line viewing and for use in the creation of report listings, inquiries, and extracts.
59. TRUST must provide the functionality to manage files sent to and collected from identified users, utilizing FTP or VPN capability.
60. TRUST must meet a four second response time (end to end) 95 percent of the time for workstations at the Nashville offices.
61. TRUST must be available on a 24 x 7 basis for those functions accessible by the public via the State Portal, otherwise; 5:00 AM to 9:00 PM seven days a week. Background printing must not interfere with user's use of the system. Batch processing must be able to be completed between 9:00 PM to 5:00 AM. A daily backup of the entire system must be executed and completed between 9:00 PM and 5:00 AM.

## **System Test and Control Considerations**

62. All testing of programs should be accomplished using a defined test environment (see Contract Attachment O: Test Environment). The test system will remain available after TRUST is operational.
63. Change control procedures must be followed to maintain security of the program library, including: restricted access to application programs, controlling movement of programs from test to production modes, providing audit trails for all changes made to application programs and quickly backing changes out of production if problems occur.

## **System Recovery**

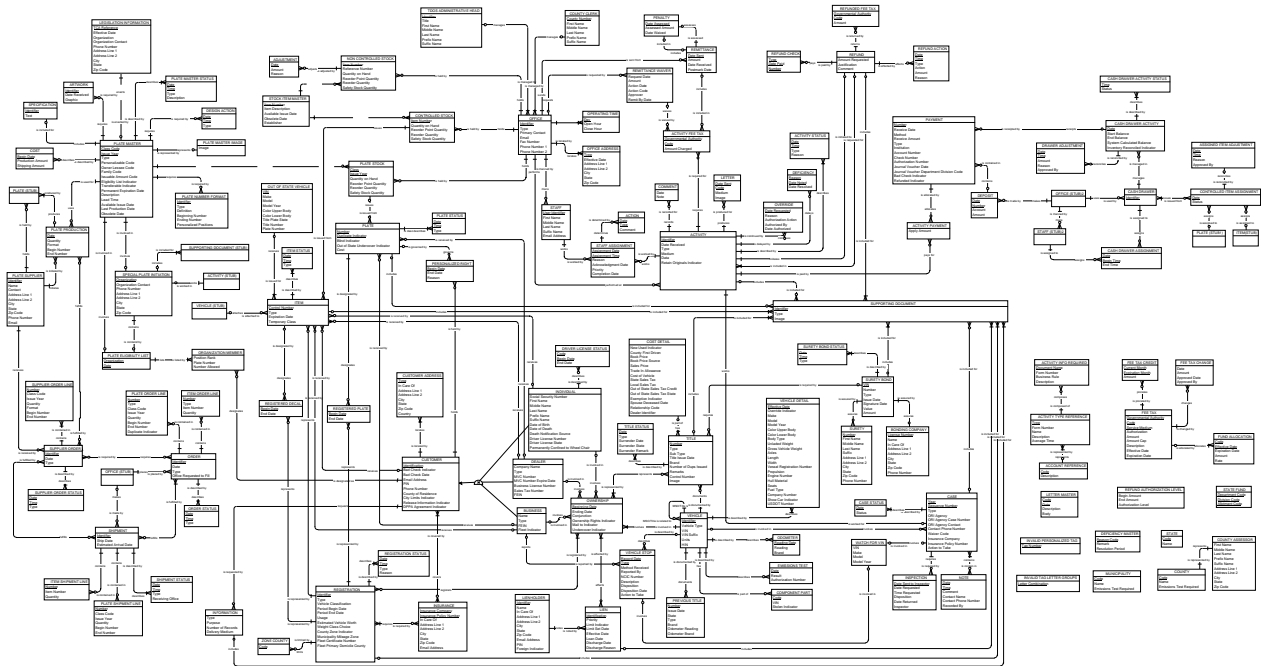
64. System Operations must provide the capability to recover from failures encountered in day-to-day operation of the system.
  - a. The Contractor must provide fail soft capability for the entire system so that centralized databases will be resynced after recovery from network, hardware, or software failure.

- b. The Contractor must provide restart and recovery procedures in the operations manual, as well as, in individual job documentation with job specific recovery at a detailed level.
- c. The Contractor must write and fully document complete backup and recovery scripts.
- d. System operations must provide the capability to recover from disaster. Procedures must follow State technical guidelines for on-site and off-site backup of data, software, and documentation. The system must create and designate, by standard names, daily backups. The State is responsible for off-site storage facilities and for physical DASD backup and off-site storage on a weekly basis.

## Attachment L: Conceptual Data Model Diagram

### Entity Relationship Diagram

(If viewing on-line, zoom in to see contents)



**Attachment M: Conceptual Data Model****Business Entity Information****Entity ACTION****Description**

A response taken by a staff member for an assignment to move the request along the work process.

**Attribute List**

Name
Date
Type
Comment

**Data Item Date****Description**

The date the action was recorded.

**Data Item Type****Description**

Indicates the action taken by the staff member for the request.

Possible Values:

Generate Correspondence

Assign to Appropriate Supervisor

Assign to Help Desk

**Data Item Comment****Description**

Freeform text made by a staff member about a staff assignment and the action taken upon it.

**Entity ACTIVITY****Description**

This represents a Tennessee Department of Safety, Title and Registration work activity. Examples of the work activities include: the various requests (applications) for titling services, along with or separate from the various requests (applications) for registration services. Others are the lien activities, reporting of abandoned vehicles, and selling education stickers.

Implementation Consideration:

All activities received via an interface from a customer (originating source), such as Dealer, Lienholder, etc., must also include information necessary to uniquely identify the customer that submitted the activity to the TRUST system.

**Attribute List**

Name
Identifier
Date Received
Type
Medium
Data
Retain Originals Indicator

**Data Item Identifier****Description**

A unique identifier assigned to an activity.

Implementation Consideration:

This identifier is used to track all work, supporting documents, and outputs for an activity.

**Data Item Date Received****Description**

The date the activity was initiated or received at the Tennessee Department of Safety, Title and Registration Division or a County Clerk's office.

**Data Item Type****Description**

Indicates the type of activity that is being requested or applied for.

Possible Values:

See data model appendix J for a listing of work activities.

**Data Item Medium****Description**

Indicates how the initiation of the activity was received.

Possible Values:

Walk in  
Mail  
Internet  
Intranet  
Kiosk  
Telephone (Voice)  
Telephone (Fax)

**Data Item Data****Description**

This is the information (data) necessary to support TRUST processing of the activity.

**Data Item Retain Originals Indicator****Description**

Indicates whether or not the original documents supporting this activity should be retained and not destroyed for the purpose of returning them to the customer.

Possible Values:

Yes  
No.

Implementation Consideration:

Permit the default to be 'No'.

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## Entity ACTIVITY FEE TAX

### Description

This is a fee/tax that is charged by the Tennessee Department of Safety, Title and Registration Division or a County Clerk for performing the activity requested.

Business Rules:

This fee/tax charge will be collected before an activity is considered complete.

Most fee/tax(s) represented by this entity must be remitted to the State of Tennessee Department of Safety.

County/Municipality privilege/wheel taxes, local sales taxes, and the state sales tax are not remitted to the State of Tennessee Department of Safety.

County Clerks collect State Sales Tax and remit 95% to the State of Tennessee Department of Revenue and keep 5%.

### Attribute List

Name
Governmental Authority
Code
Amount Charged

## Data Item Governmental Authority

### Description

The governmental entity that authorized the collection of the fee/tax.

Possible Values:

State Code - See data model appendix B

County Code - See data model appendix A

Municipality Code - See data model appendix I (values for this appendix will be defined during the project's design phase)

## Data Item Code

### Description

The unique number assigned to identify this fee/tax.

## Data Item Amount Charged

### Description

The actual amount charged for this fee/tax for this activity.

Business Rule:

Credit may be given on an activity (therefore reducing the fee/tax) for remaining value on existing registration(s) if used in conjunction with this activity

**Entity ACTIVITY PAYMENT****Description**

This represents the amount of a payment applied to a particular activity.

Business Rule:

A single payment may be made for multiple activities.

**Attribute List**

Name
Apply Amount

**Data Item Apply Amount****Description**

A particular amount portion (may be all of it) of a payment that is made for an activity.

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**Entity ACTIVITY STATUS****Description**

Represents the state an activity is in.

**Attribute List**

Name
Date
Time
Type
Reason

**Data Item Date****Description**

The date the status was recorded.

**Data Item Time****Description**

The time the status was recorded.

**Data Item Type****Description**

Indicates the state the activity is in.

Possible Values:

Activity Received  
In Work  
In Suspense  
Override Stolen Status Stop  
Activity Verified  
Activity Rejected  
Activity Voided - ('Instant' refund issued)  
Activity Complete



**Implementation Consideration:**

Only certain staff will have the authority to place an 'override' status on an application (request).

**Data Item Reason****Description**

Indicates why the request is in a particular state.

**Possible Values:**

See data model appendix U for a list of Activity Status Reasons (values for this appendix will be defined during the project's design phase)

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**Entity ADJUSTMENT****Description**

A corrective entry made to change the quantity of items on hand in inventory.

**Attribute List**

Name
Date
Amount
Reason

**Data Item Date****Description**

The date the corrective entry was recorded.

**Data Item Amount****Description**

The item count (positive or negative) of the change to the quantity of items on hand.

**Data Item Reason****Description**

Provides an explanation for the change in the quantity of items on hand.

**Possible values:**

Periodic inventory count item(s) missing

Periodic inventory count item(s) located

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**Entity ARTWORK****Description**

Graphic illustrations to be included on the plate design.

**Attribute List**

Name
Identifier
Date Received
Graphic

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**Data Item Identifier****Description**

A number used to uniquely identify an artwork graphic.

**Data Item Date Received****Description**

This is the date that the Tennessee Department of Safety, Title and Registration Division received from an organization or produced for themselves artwork for this plate master.

**Data Item Graphic****Description**

A digitized representation of the artwork for a plate master.

---

**Entity ASSIGNED ITEM ADJUSTMENT****Description**

Represents the recording and verification of a discrepancy of the physical stock inventory assigned to a cash drawer.

**Attribute List**

Name
Date
Time
Reason
Approved By

**Data Item Date****Description**

The date the adjustment was made to the stock inventory item assigned to a designated point of service station.

**Data Item Time****Description**

The time the adjustment was made to the stock inventory item assigned to a designated point of service station.

**Data Item Reason****Description**

Indicates why a correction to the stock item assigned to a designated point of service station was necessary.

Possible Values:

Lost, Missing, or Stolen  
Issued, But Still on Hand.

**Data Item Approved By****Description**

Identifies the authorized staff member that reviewed and approved the adjustment.

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**Entity BONDING COMPANY****Description**

A company that is licensed by the State of Tennessee to provide surety coverage to individuals, companies, and

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corporations in Tennessee.

Implementation Consideration:

A Bonding Company is considered a 'customer', however for modeling purposes Bonding Companies are represented as a separate entity to clearly show the business rules associated with the entity.

### Attribute List

Name
License Number
Name
In Care Of
Address Line 1
Address Line 2
City
State
Zip Code
Phone Number

### Data Item License Number

#### Description

The license number issued by the State of Tennessee to firms licensed to provide surety coverage in Tennessee.

### Data Item Name

#### Description

The proper name of the bonding company.

### Data Item In Care Of

#### Description

The name of the person, division, etc. that correspondence should be directed.

Implementation Consideration:

For mailing address purposes, the 'in care of' name is used in place of the name of the customer, company, firm, etc.

### Data Item Address Line 1

#### Description

Information for the first line of the address.

Business Rule:

All addresses must be verified for correct format according to the most current USPS addressing standards.

### Data Item Address Line 2

#### Description

Information for the second line of the address.

### Data Item City

#### Description

The name of the city for the address.

### Data Item State

#### Description

The abbreviated name of the state for the address.

Possible Values: See data model appendix B.

Implementation consideration: Permit default value to be 'TN'.

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**Data Item Zip Code****Description**

The zip code for the address.

Implementation Consideration: Provide the ability to validate the zip code.

**Data Item Phone Number****Description**

The primary area code and phone number for this Bonding Company.

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**Entity BUSINESS****Description**

A firm, co-partnership, association, corporation, trust, or government agency that receives titling or registration services from and/or reports abandoned vehicles to the State of Tennessee, Department of Safety.

Business Rule:

Vehicles owned by the federal Government are not titled.

**Attribute List**

Name
Name
Type
FEIN
Fleet Indicator

**Data Item Name****Description**

The proper name of a firm, co-partnership, association, corporation, or government who receives titling or registration services from and/or reports abandoned vehicles to the State of Tennessee, Department of Safety.

**Data Item Type****Description**

Indicates the major business activity of the Business.

Possible Values:

Garage  
Tow Truck Company  
Government Agency (state, local, and quasi)  
Government Agency (federal)  
Trust  
Other.

Business Rule:

Out of state law enforcement Government Agencies may request plates for law enforcement purposes. These plates are not related to registrations and vehicles.

**Data Item FEIN****Description**

The Federal Employer Identification Number assigned to a business.

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## Data Item Fleet Indicator

### Description

Indicates whether or not the Business has a fleet of vehicles as defined by the Tennessee Department of Safety, Title and Registration Division and approved by the Tennessee Department of Safety Commissioner.

Business Rules:

A fleet is composed of at least 1000 vehicles.

Currently, Bell South and United Parcel Service are the only businesses that have fleets.

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## Entity CASE

### Description

A case is a record of a referral to the Anti-Theft unit for investigation, vehicle inspection, or VIN plate replacement.

Business Rule:

All requests for the issuance of titles for special constructed vehicles, salvage, and first time rebuilt cars must be referred to the Anti-Theft Unit. First time rebuilt and specially constructed vehicles may require inspection. The inspection determination is made by the Anti-Theft Unit Supervisor in conjunction with a member of the Criminal Investigation Division (CID).

An 'open' case implies that there is a 'stop' on the vehicle.

Only the Tennessee Department of Safety, Title and Registration Division, Anti-Theft Unit can initiate a case.

### Attribute List

Name
Year
Sequence Number
Type
ORI Agency
ORI Agency Case Number
ORI Agency Contact
Contact Phone Number
Waiver Code
Insurance Company
Insurance Policy Number
Action to Take

## Data Item Year

### Description

The year that the case was referred to the Anti-Theft unit for investigation or action.

## Data Item Sequence Number

### Description

A number assigned in successive order to each case referred to the Anti-Theft Unit and used for identification purposes.

Business Rule: The numbering sequence is reset to 1 at the start of each new year.

## Data Item Type

**Description**

Indicates the reason the case was initiated.

Possible Values:

Special Constructed Vehicles (Kit Cars)

Stolen

Wrecked

Rebuilt

Odometer Fraud

Intelligence (from CID or other law enforcement [i.e. Wanted Person, Missing Person])

VIN Replacement

Other

**Data Item ORI Agency****Description**

Identifies the agency that referred the case to the Anti-Theft unit.

Alias: Originating Agency

Possible Values:

These are the most commonly used ORI's for the Tennessee Department of Safety, Title and Registration Division.

TN0190100 Nashville Metro Police Department

TN0330100 Chattanooga Police Department

TN0330000 Hamilton County Sheriff's Department

TN0470100 Knoxville Police Department

TN0470000 Knox County Sheriff's Department

TN0600000 Maury County Sheriff's Department

TNMPD0000 Memphis Police Department

TN0790000 Shelby County Sheriff's Department

TN0750100 Murfreesboro Police Department

TN0750000 Rutherford County Sheriff's Department

**Data Item ORI Agency Case Number****Description**

An identifier used by the originating agency to uniquely identify this case.

**Data Item ORI Agency Contact****Description**

The name of the person at the originating agency that should be contacted concerning this case.

**Data Item Contact Phone Number****Description**

The phone number including area code, for the person at the originating agency that should be contacted concerning this case.

**Data Item Waiver Code****Description**

Indicates the reason that an inspection is not required for a case related to a rebuilt vehicle.

Possible Values:

Waiver received from the Commissioner of the Tennessee Department of Safety

Out of State Vehicles that already carry a Rebuilt title and were inspected out of state

Tennessee Department of Safety, Criminal Investigation Division waiver.

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## Data Item Insurance Company

### Description

The name of the insurance company that declared the vehicle as non-repairable or salvage.

Business Rule:

Only required for titles branded as Non-repairable or Salvage.

## Data Item Insurance Policy Number

### Description

The insurance policy number for a non-repairable or salvage vehicle.

Business Rule:

Only required for titles branded as Non-repairable or Salvage.

## Data Item Action to Take

### Description

Indicates the action the originating agency wants to take when titling and/or registration services is requested for this VIN (vehicle).

Possible Values:

Notify and Allow Processing  
Notify and Disallow Processing

---

## Entity CASE STATUS

### Description

Indicates the status of the case.

### Attribute List

Name
Date
Status

## Data Item Date

### Description

The date the status was recorded.

## Data Item Status

### Description

Indicates the status of the case.

Possible Values:

Open  
Additional Action Required (T&R more information needed)  
Suspense (CID action needed)  
Closed.

**Entity CASH DRAWER****Description**

A designated point of service station established for tracking the business and monetary transactions conducted during a period of time.

**Attribute List**

Name
Identifier

**Data Item Identifier****Description**

A unique identifier assigned to a designated point of service station.

**Entity CASH DRAWER ACTIVITY****Description**

This entity represents a daily business period of a cash drawer. The cash drawer can progress through all its states during this cash drawer activity.

**Business Rule:**

In order for a cash drawer to be closed and balanced, both the monetary value of the cash drawer and the count of remaining controlled stock items assigned to the cash drawer must be reconciled.

**Attribute List**

Name
Date
Start Balance
End Balance
System Calculated Balance
Inventory Reconciled Indicator

**Data Item Date****Description**

The date of the particular cash drawer activity (business period day).

**Data Item Start Balance****Description**

The starting balance of funds in the cash drawer for the particular cash drawer activity (business period day).

**Data Item End Balance****Description**

The ending balance of funds in the cash drawer for the particular cash drawer activity (business period day).

**Data Item System Calculated Balance****Description**

This is the balance that TRUST calculates that should have been collected based on activity fee taxes, credits and refunds handled in the drawer.

**Data Item Inventory Reconciled Indicator****Description**

Indicates that the controlled stock items and plates assigned to this cash drawer have been reconciled.



Possible Values:

Yes

No

---

## Entity CASH DRAWER ACTIVITY STATUS

### Description

Tracks the cash drawer activity's progression through its lifecycle of usage.

### Attribute List

Name
Time
Status

## Data Item Time

### Description

The time the status of the cash drawer activity was changed.

## Data Item Status

### Description

Indicates the state of the cash drawer activity in its lifecycle of usage.

Possible Values:

Open - Business and monetary transactions can occur

Reconcile - No further monetary transactions can occur, only drawer adjustments can be made

Closed (Balanced) - No further business and monetary transactions can occur because the cash drawer has been balanced and closed.

---

## Entity CASH DRAWER ASSIGNMENT

### Description

A record of a staff member's assignment to operate the cash drawer at a designated point of service station.

### Attribute List

Name
Date
Begin Time
End Time

## Data Item Date

### Description

The date the staff member was assigned to operate the cash drawer at a designated point of service station.

## Data Item Begin Time

### Description

The time a staff member opened the cash drawer at a designated point of service station.

## Data Item End Time

**Description**

The time a staff member closed the cash drawer at a designated point of service station.

---

**Entity COMMENT****Description**

Free form text of staff notations related to an activity, application, or request for information.

**Attribute List**

Name
Date
Note

**Data Item Date****Description**

The date the comment was recorded.

**Data Item Note****Description**

Free form text of staff notations related to an activity, application, or request for information.

---

**Entity COMPONENT PART****Description**

These are the component parts used on a Rebuilt motor vehicle. Component parts are grouped into two categories: Major and Minor.

Business Rule:

A validation check will be performed on the VIN from which a component part was taken to ensure it is not a stolen vehicle.

**Attribute List**

Name
Code
VIN
Stolen Indicator

**Data Item Code****Description**

A code assigned to represent the component part.

Possible Values:

Major Component Parts:

Cowl / Firewall

Rear Clip

Frame (supporting structure)

Front End Assembly

Cab  
Bed  
Roof Panel

Minor Component Parts:

Left Front Door  
Right Front Door  
Left Rear Door  
Right Rear Door  
Left Front Fender  
Right Front Fender  
Left Rear Fender / Quarter Panel  
Right Rear Fender / Quarter Panel  
Transmission / Transaxle  
Motor / Engine  
Interior  
Driver Side Air Bag  
Passenger Side Air Bag  
Right Bed Side  
Left Bed Side  
Deck Lid / Hatchback  
Front Bumper  
Rear Bumper  
Hood  
T-Tops  
Rear Axle  
Tailgate  
Cab Clip

## **Data Item VIN**

### **Description**

A Vehicle Identification Number is a character code that is assigned to selected types of vehicles.

Business Rule: Vehicles of 1981 and newer year models will have seventeen (17) digits, except for some mobile homes and trailers.

Length: 25

### **Implementation Consideration:**

The VIN of a component part may not be known or exist (new component part).

## **Data Item Stolen Indicator**

### **Description**

Indicates that the component part was from a stolen vehicle or not, after a check performed by the Tennessee Department of Safety, Title and Registration Division, Anti-Theft Unit.

Possible Values:

Stolen  
Not Stolen

## Entity CONTROLLED ITEM ASSIGNMENT

### Description

This entity represents the assignment of a controlled stock item to a cash drawer.

### Business Rule:

A controlled stock item or a plate must be assigned to a cash drawer before the item or plate can be issued to a customer as a result of an activity handled through the cash drawer. The individual assigned to operate a cash drawer also has a fiduciary responsibility for all controlled stock items and plates assigned to the cash drawer during their assignment.

### Attribute List

Name
Date
Status

## Data Item Date

### Description

This is the date the controlled stock item was assigned to the cash drawer.

## Data Item Status

### Description

Indicates the status of a controlled stock item when it is assigned to a cash drawer.

### Possible Values:

Assigned

Issued.

---

## Entity CONTROLLED STOCK

### Description

This is a controlled (has individual control number) item used in conducting the business of the Tennessee Department of Safety, Title and Registration Division.

### Examples:

Temporary Operating Permits, Farm Permits, Non-Resident Permits, Registration Decals, Disabled Placards, Vin Plates, etc.

### Attribute List

Name
Item Number
Quantity on Hand
Reorder Point Quantity
Reorder Quantity
Safety Stock Quantity

## Data Item Item Number

### Description

The number assigned to uniquely identify the controlled stock item.

Possible Values:

The permitted values will be included in the STOCK ITEM MASTER static table.

### **Data Item Quantity on Hand**

#### **Description**

The 'individual' count of the number of stock items currently in inventory at the location.

### **Data Item Reorder Point Quantity**

#### **Description**

The level of inventory at which to place a new order to replenish stock.

Implementation Consideration:

This value may be set by management or calculated based on the demand rate for the item over a specified period of time multiplied by the projected lead time for the receipt of order.

### **Data Item Reorder Quantity**

#### **Description**

The quantity of an item to be ordered when inventory declines to a pre-determined level.

Implementation Consideration:

This value may be set by management or a variable amount calculated by projecting future demand of an item based on the quantity of items depleted from inventory over a specified period of time.

### **Data Item Safety Stock Quantity**

#### **Description**

A buffer stock of items held to meet future demand.

---

## **Entity COST**

### **Description**

For a specified time period, the per plate cost of production and shipping cost charged by the plate supplier for a plate class and issue year.

### **Attribute List**

Name
Begin Date
Production Amount
Shipping Amount

### **Data Item Begin Date**

#### **Description**

This is the start date of a period of time that all plates produced for this plate class and issue year will have the same cost.

### **Data Item Production Amount**

#### **Description**

This is the production cost amount for plates produced for a plate class and issue year during this period of time.

### **Data Item Shipping Amount**

#### **Description**

This is the shipping cost amount for plates produced for a plate class and issue year during this period of time.

---

## Entity COST DETAIL

### Description

This entity contains information about the purchase of a vehicle as well as information about the transfer of ownership of a vehicle. The information is used to determine the correct fees and taxes required to title the vehicle.

### Attribute List

Name
New Used Indicator
County First Driven
Book Price
Book Price Source
Sales Price
Trade In Allowance
Cost of Vehicle
State Sales Tax
Local Sales Tax
Out of State Sales Tax Credit
Out of State Sales Tax State
Exemption Indicator
Spouse Deceased Date
Relationship Code
Dealer Identifier

## Data Item New Used Indicator

### Description

Indicates whether the vehicle is a new or used vehicle.

Possible Values:

New  
Used

## Data Item County First Driven

### Description

This is the county where the vehicle was first driven when a change of ownership occurs.

Business Rule:

A vehicle can be registered in the county where it was first driven at a change of ownership even though the owner's county of residence is different. Thereafter, the vehicle should be registered in the county of the owner's residence.

## Data Item Book Price

### Description

This is the average value of the vehicle at the time the titling activity is taking place as determined from either the NADA Blue Book or the Cars of Particular Interest book.

## Data Item Book Price Source

### Description

This is the source used in determining the book price.

Possible Values:

NADA Blue Book  
Cars of Particular Interest

**Data Item Sales Price****Description**

This is the reported 'sticker' or contract price of the vehicle.

**Data Item Trade In Allowance****Description**

This is the amount (value) given as a credit from the seller to the purchaser for a vehicle that was traded in on the purchase of the vehicle being titled.

**Data Item Cost of Vehicle****Description**

The amount reported to have been paid for the vehicle being titled.

**Data Item State Sales Tax****Description**

This is the State of Tennessee sales tax charged (collected) on the sales price of a vehicle when the vehicle changes ownership.

Implementation Consideration:

This is a duplication of the Activity Tax entity.

**Data Item Local Sales Tax****Description**

This is the Local sales tax charged (collected) on the sales price of a vehicle when the vehicle changes ownership.

Implementation Consideration:

This is a duplication of the Activity Tax entity.

**Data Item Out of State Sales Tax Credit****Description**

This is the out of state sales tax paid when the vehicle changed ownership outside the State of Tennessee.

Business Rule:

When Tennessee sales tax is calculated on the cost of the vehicle and it is more than the sales tax that was collected by the state where the vehicle was sold, Tennessee will collect the difference. The combining of the Tennessee sales tax collected along with the out of state sales tax paid will be the total sales tax that is printed on the title.

**Data Item Out of State Sales Tax State****Description**

A state other than Tennessee where the vehicle was sold and sales tax was collected.

See data model appendix B for a listing of state codes.

**Data Item Exemption Indicator****Description**

Indicates the customer may have fees/taxes waived when titling a vehicle based upon certain supporting document qualifications (ex. Affidavit, Leave and Earnings Statement, Divorce Decree, Will).

Possible Values:

Qualified Military  
Gift  
Charitable Organization  
Government  
Surviving Spouse

Divorce  
Inheritance

## Data Item Spouse Deceased Date

### Description

The date of death of the spouse recorded from a death certificate.

Business Rule: Fees will be waived for the surviving spouse if the application date is within one year of the date of death.

## Data Item Relationship Code

### Description

Describes the family relationship of the customer to the former owner of a vehicle when the ownership of the vehicle was transferred by being a gift or from inheritance.

Business Rule:

The gift and inheritance exemptions only apply to immediate family members.

Possible Values:

Spouse  
Mother  
Father  
Brother  
Sister  
Child  
Grand Parent  
Grand Parent In-Law  
Parent In-Law  
Child In-Law

## Data Item Dealer Identifier

### Description

The MVC (Motor Vehicle Commission) assigned dealer number of the dealer who sold the vehicle.

---

## Entity COUNTY CLERK

### Description

A County Clerk acts as an agent of the State of Tennessee, Department of Safety for receiving the application for certificate of title and application for registration pursuant to Tennessee Motor Vehicle Laws.

Alias: Tennessee Department of Safety Approved Entity

### Attribute List

Name
County Number
First Name
Middle Name
Last Name
Prefix Name
Suffix Name

## Data Item County Number



**Description**

The number assigned to uniquely identify the county of jurisdiction for this County Clerk.

Possible Values: 1 of 95 Tennessee Counties (reference data model appendix A for a list of Tennessee Counties and County Codes)

**Data Item First Name****Description**

The first name of the County Clerk.

**Data Item Middle Name****Description**

The middle name of the County Clerk.

**Data Item Last Name****Description**

The last name of the County Clerk.

**Data Item Prefix Name****Description**

The prefix to the full name of the County Clerk.

Possible Values:

Mr.

Mrs.

Miss

Ms.

Dr.

**Data Item Suffix Name****Description**

The suffix appended to the full name of the County Clerk.

Possible Values:

Jr.

Sr.

II

III

IV

V

---

**Entity CUSTOMER****Description**

Any person, firm, co-partnership, association, or corporation who receives titling or registration services from the State of Tennessee, Department of Safety.

Business Rule: One or more persons, firms, co-partnerships, associations, or corporations may own a vehicle or lease a vehicle.

Alias: Owner, Non-Owner, Dealer, Lessor, Lessee, Rebuilder, Information Requestor, Out of State Law Enforcement Agency

**Attribute List**

Name
Identification
Bad Check Indicator
Bad Check Date
Email Address
PIN
Phone Number
County of Residence
City Limits Indicator
Release Information Indicator
DPPA Agreement Indicator

**Data Item Identification****Description**

A unique identifier assigned to a person, firm, co-partnership, association, or corporation who receives titling or registration services from the State of Tennessee, Department of Safety.

**Data Item Bad Check Indicator****Description**

Indicates that a check was received from the customer that was not honored by the check institution and its disposition.

Possible Values:

Bad Check  
Monetarily Reinstated

Business Rule:

The TRUST system shall not allow title or registration services for any vehicle owned or jointly owned by the owner until their dishonored check is paid and the account settled.

**Data Item Bad Check Date****Description**

The date that the Tennessee Department of Safety is notified that a check has not been honored.

**Data Item Email Address****Description**

The electronic mail address for the customer.

**Data Item PIN****Description**

The Personal Identification Number for the customer.

**Data Item Phone Number****Description**

The primary area code and phone number for the Customer.

**Data Item County of Residence****Description**

The county that the customer's residence address is located in.

Possible Values: 1 of 95 Tennessee Counties (reference data model appendix A for a list of Tennessee Counties and County Codes)

**Data Item City Limits Indicator****Description**

Indicates whether or not the customer's residence (physical) address is within the limits of a city. This is used to determine if municipality privilege/wheel taxes are required when this customer registers their vehicle(s).

Possible Values:

Yes

No

## **Data Item Release Information Indicator**

### **Description**

Indicates whether the customer has requested the Tennessee Department of Safety Title and Registration Division to release personal information about themselves to people wanting a mailing list or individuals who ask for your record for unspecified purposes.

Business Rules:

Personal information contained in a customer's motor vehicle and driver license record is protected. If a customer does NOT wish to release their information, no action is required. A customer's personal identifying information is automatically protected.

Express Consent must be received from a customer before personal information can be released.

Possible Values:

Do Not Release

Release

Implementation Consideration:

Automatically set indicator to 'Do Not Release'.

## **Data Item DPPA Agreement Indicator**

### **Description**

Indicates whether or not the customer has submitted a signed DPPA agreement form.

Business Rule:

Customers requesting Tennessee Department of Safety, Title and Registration Information must submit a signed DPPA agreement form.

Possible Values:

Yes

No

---

## **Entity CUSTOMER ADDRESS**

### **Description**

This entity contains the residence, business and mailing address of the customer who receives titling or registration services from the State of Tennessee, Department of Safety.

Business Rules:

All addresses, including

- Individual (3 lines)
- Rural Route (3 lines)
- Attention Line (5 lines)
- Highway Contract (3 lines)
- International (4 lines)
- Post Office Box (3 lines)
- Domestic & Overseas Military (3 lines)
- Non-Address Data (5 lines)

must be verified for correct format according to the most current USPS addressing standards.

Software Packages such as Finalist will be used to verify/validate addresses. However override capability must be allowed when proper documentation of the address exists.

### Attribute List

Name
Type
In Care Of
Address Line 1
Address Line 2
City
State
Zip Code
Country

## Data Item Type

### Description

Indicates the designated usage for the address.

Possible values are:

Physical  
Mailing

Business Rule:

All customers, except individuals serving in the military, who are vehicle owners must have a Tennessee physical address.

A physical address can not be a P. O. Box. The physical address for a business is its base of operation.

Implementation Consideration:

When using the mailing address in performing TRUST activities, if the 'in care of' name exists, it is used without the owner's name in mailed correspondence.

Permit the default to be 'physical'.

## Data Item In Care Of

### Description

The name of the person, division, etc. that correspondence should be directed.

Implementation Consideration:

For mailing address purposes, the 'in care of' name is used in place of the name of the customer, company, firm, etc.

## Data Item Address Line 1

**Description**

Information for the first line of the address.

Business Rule:

All addresses must be verified for correct format according to the most current USPS addressing standards.

**Data Item Address Line 2****Description**

Information for the second line of the address.

**Data Item City****Description**

The name of the city for the address.

**Data Item State****Description**

The abbreviated name of the state for the address.

Possible Values: See data model appendix B.

Implementation consideration: Permit default value to be 'TN'.

**Data Item Zip Code****Description**

The zip code for the address.

Implementation Consideration: Provide the ability to validate the zip code.

**Data Item Country****Description**

The abbreviated name of the country for the address.

Possible Values: See data model appendix C (values for this appendix will be defined during the project's design phase)

Implementation consideration: Permit default value to be 'USA'.

---

**Entity DEALER****Description**

A business entity that engages in the business of buying, selling, prepping, transporting or exchanging motor vehicles.

Business Rule:

A dealer must have an established place of business in Tennessee.

When a dealer acquires a vehicle through a government agency confiscation sale, the dealer must first title the vehicle in their name before selling it.

Alias: Selected Tennessee Department of Safety Approved Entity

**Attribute List**

Name
Company Name
Type
MVC Number
MVC Number Expire Date
Business License Number
Sales Tax Number
FEIN

**Data Item Company Name****Description**

The proper name of a firm, co-partnership, association, or corporation who receives titling or registration services from the State of Tennessee, Department of Safety.

**Data Item Type****Description**

Indicates the kind of business this dealer is operating.

Business Rule:

Miscellaneous/Transporter and Vehicle Prep dealers can not be issued drive out tags for resale purposes.

Possible Values:

New - Franchised dealers who sell both new and used vehicles. These dealers must have a valid Motor Vehicle Commission assigned number.

Independent or used vehicle dealers - These dealers must have a valid Motor Vehicle Commission assigned number.

Miscellaneous/Transporter - Transporters who deliver vehicles that are operated under auto registration and trailer manufacturers.

Manufacturer - Manufacturers who construct or assemble vehicles required to be registered. They must have a license issued by the Motor Vehicle Commission.

Heavy duty truck dealer - Dealers who are engaged in selling trucks at retail for customers or employees testing heavy duty trucks under load conditions. These dealers must have a valid Motor Vehicle Commission assigned number.

Vehicle Prep - A vehicle preparation service or licensed motor vehicle auction companies that clean, repair, or prepare dealer-owned vehicles that are for resale by the dealer.

Motorcycle - Dealers who sell motorcycles. These dealers must have a valid Motor Vehicle Commission assigned number.

**Data Item MVC Number****Description**

Motor Vehicle Commission assigned number for dealers.

Business Rule:

MVC numbers are collected for all Dealer types except for Miscellaneous/Transporter and Vehicle Prep types.

**Data Item MVC Number Expire Date****Description**

The date the dealer business ceased to exist as reported by the Motor Vehicle Commission.

---

## Data Item Business License Number

### Description

The Business License number issued to a company by the local Governmental Authority to lawfully operate a business.

Business Rule:

Dealer's, who are Transporters or Vehicle Preparers that do not have a Motor Vehicle Commission number, are the only Dealers required to provide this.

## Data Item Sales Tax Number

### Description

A number assigned by the Tennessee Department of Revenue for the collection of sales tax. This number is required for all dealers who collect and remit sales tax to the Tennessee Department of Revenue.

## Data Item FEIN

### Description

The Federal Employer Identification Number assigned to a business.

---

## Entity DEFICIENCY

### Description

Insufficient information, missing form, or inaccurate information that must be addressed in order to complete the processing of an activity (application or request for information).

### Attribute List

Name
Reason
Date Noted
Date Resolved

## Data Item Reason

### Description

Indicates the specific nature of the deficiency.

Possible Values:

See data model appendix K for a list of deficiency reasons (values for this appendix will be defined during the project's design phase).

## Data Item Date Noted

### Description

The date the deficiency was recorded.

## Data Item Date Resolved

### Description

The date the deficiency was addressed or removed.

---

**Entity DEPOSIT****Description**

This entity represents the depositing of monies collected into a Tennessee Department of Safety bank account.

**Attribute List**

Name
Date
Number
Account
Amount

**Data Item Date****Description**

The date the deposit was made.

**Data Item Number****Description**

This is the control number from the deposit slip.

**Data Item Account****Description**

This is the Tennessee Department of Safety bank account the monies were deposited into.

**Data Item Amount****Description**

This is the total amount of money that was deposited.

**Entity DESIGN ACTION****Description**

This entity represents an action taken during the design process for this Plate Master.

**Attribute List**

Name
Date
Time
Type

**Data Item Date****Description**

The date the design action was taken and recorded.

**Data Item Time****Description**

The time the design action was taken and recorded.

**Data Item Type****Description**

Indicates an action being taken on the design process of a Plate Master.

Possible Values:

Design Sent to TRICOR/3M

Sample Received by TDOS



Sample Rejected by TDOS  
Sample Approved by TDOS

The following actions apply only to Specialty/Cultural initiated plates:

Sample Sent to Organization  
Sample Rejected by Organization  
Sample Approved by Organization

---

## Entity DRAWER ADJUSTMENT

### Description

A record of a monetary correction to the ending balance of a designated point of service station.

### Attribute List

Name
Date
Time
Amount
Reason
Approved By

### Data Item Date

#### Description

The date the adjustment was made to the designated point of service station.

### Data Item Time

#### Description

The time the adjustment was made to the designated point of service station.

### Data Item Amount

#### Description

The amount of a monetary correction to the ending balance of a designated point of service station for an 'overage' (positive amount) or a 'shortage' (negative amount).

### Data Item Reason

#### Description

Indicates why a correction to a designated point of service station was necessary.

Possible Values:

Unable to reconcile - overage  
Unable to reconcile - shortage

### Data Item Approved By

#### Description

Identifies the authorized staff member that reviewed and approved the adjustment.

---

---

## Entity DRIVER LICENSE STATUS

### Description

A record of the period of time an individual's driver license is revoked.

Implementation Consideration:

An interface is proposed to capture this information from the Driver License System.

### Attribute List

Name
Code
Begin Date
End Date

## Data Item Code

### Description

Indicates a revoked status of an owner's driver license.

Possible Values:

Revoked

## Data Item Begin Date

### Description

The date the revoked status of the driver license was recorded in the TRUST system.

## Data Item End Date

### Description

The date a valid status on the driver license was recorded by the TRUST system.

---

## Entity EMISSIONS TEST

### Description

An inspection to determine if the vehicle meets acceptable readings in the emitting of certain pollutants.

Business Rules:

An emissions test is valid for 90 days from the date of the test.

The following criteria currently is used to exempt vehicles from emission test requirements:

Antique Motor Vehicles

New Vehicles being registered for the first time

Heavy-Duty Vehicles with GVWR of 8900 lbs. or greater

Diesel powered light-duty motor vehicles

Electric powered light-duty motor vehicles

Gasoline powered light-duty motor vehicles with a designated model year prior to 1975

Motorcycles

Tactical military vehicles

Implementation Consideration:

An interface is proposed to capture this information from the Tennessee Division of Air Pollution Control.

---

**Attribute List**

Name
Date
Result
Authorization Number

**Data Item Date****Description**

The date the Emissions Test was performed or the date a waiver for the Emissions Test was received.

**Data Item Result****Description**

The result of the Emissions Test.

Possible Values:

Passed  
Waived

Business Rule:

Annual waivers may be granted by the Air Pollution Control Board for vehicles where the owner has attempted repairs that exceed \$200.00 for models 1981 or more recent and \$75.00 or more for older model vehicles.

**Data Item Authorization Number****Description**

The number that is printed on a certificate of emissions test that identifies the test by the testing company/system.

---

**Entity INDIVIDUAL****Description**

A person who receives titling or registration services from the State of Tennessee, Department of Safety.

Alias: Owner, Non-Owner, Requester

Business Rules:

A person who is permanently confined to a wheel chair and who does not own and is not physically capable of operating a motor vehicle may apply for the issuance of one (1) distinguishing disabled placard for the exclusive use of such person.

**Attribute List**

Name
Social Security Number
First Name
Middle Name
Last Name
Prefix Name
Suffix Name
Date of Birth
Date of Death
Death Notification Source
Driver License Number
Driver License State
Permanently Confined to Wheel Chair

**Data Item Social Security Number****Description**

The unique number assigned to an individual by the Social Security Administration and used for identification purposes.

**Data Item First Name****Description**

The first name of a person who receives titling or registration services from the State of Tennessee, Department of Safety.

**Data Item Middle Name****Description**

The middle name of a person who receives titling or registration services from the State of Tennessee, Department of Safety.

Implementation Consideration:

Provide the ability to indicate that the owner ('applicant') has no middle name.

**Data Item Last Name****Description**

The last name of a person who receives titling or registration services from the State of Tennessee, Department of Safety.

**Data Item Prefix Name****Description**

The prefix to the full name of the Individual.

Possible Values:

Mr.  
Mrs.  
Miss  
Ms.  
Dr.

**Data Item Suffix Name****Description**

The suffix appended to the full name of the Owner.

Possible Values:

Jr.  
Sr.  
II  
III  
IV  
V

**Data Item Date of Birth****Description**

The date the person was born.

**Data Item Date of Death****Description**

The date the individual died.

**Data Item Death Notification Source****Description**

Indicates where the date of death information originated.

Possible Values:

Administrative (phone call)  
Vital Statistics Interface  
Presented Death Certificate

**Data Item Driver License Number****Description**

The identification number for a driver license issued by a state to the owner.

Implementation Issue:

The length of this attribute must be able to handle driver license numbers up to 25 positions.

**Data Item Driver License State****Description**

The abbreviated name of the state that issued the driver license to the owner.

Possible Values: See data model appendix B.

Implementation Consideration: Permit the default to be 'TN'.

**Data Item Permanently Confined to Wheel Chair****Description**

Indicates whether or not the Individual is permanently confined to a wheel chair.

Possible Values:

Yes  
No

---

**Entity INFORMATION****Description**

This entity captures information about a request from a customer for titling and registration information.

**Attribute List**

Name
Type
Purpose
Number of Records
Delivery Medium

**Data Item Type****Description**

Indicates the kind of information request being performed.

Possible Values:

Multi-Record  
Single Record - Full History  
Single Record - Current Information  
Single Record - Ownership Printout  
Totals/Numbers

**Data Item Purpose****Description**

This is the justification given by the customer for requesting the information.

**Data Item Number of Records****Description**

The actual number of records provided to the customer for a multi-record type information request.

Business Rule:

The number of records is used in determining the charge for a multi-record information request. The current rate is \$20.50 per 1,000 records.

**Data Item Delivery Medium****Description**

Indicates how the information was provided to the customer.

Possible Values:

Cartridge  
Reel  
Diskette  
CD  
Printout  
Email/Internet  
Mail (Photo Stats Copy)  
In-Person (Photo Stats Copy)

**Entity INSPECTION****Description**

A record of an inspection of a rebuilt or special constructed vehicle.

**Attribute List**

Name
Date Sent to Inspector
Date Requested
Time Requested
Disposition
Date Returned
Inspector

**Data Item Date Sent to Inspector****Description**

The date the Anti-Theft Unit sent the request for an inspection to the Criminal Investigation Division (CID).

**Data Item Date Requested****Description**

The date scheduled for the inspection.

**Data Item Time Requested****Description**

The time scheduled for the inspection.

**Data Item Disposition****Description**

The results of the inspection.

Possible Values:

Pending Inspection

Rejected

Passed.

**Data Item Date Returned****Description**

The date the inspection results were returned to the Anti-Theft Unit.

**Data Item Inspector****Description**

The name of the person that inspected the vehicle.

---

**Entity INSURANCE****Description**

An agreement with a company to provide coverage for a vehicle.

Business Rule:

Currently, insurance information is only required for fleet vehicle registrations.

Implementation Consideration:

Provide the ability to capture the Insurance information once and the option to apply to all vehicle registrations included in a Fleet.

An Insurance Company is considered a 'customer', however for modeling purposes Insurance Companies are represented as a separate entity to clearly show the business rules associated with the entity.

**Attribute List**

Name
Insurance Company
Insurance Policy Number
In Care Of
Address Line 1
Address Line 2
City
State
Zip Code
Email Address

**Data Item Insurance Company****Description**

The name of the company providing coverage for the vehicle.

**Data Item Insurance Policy Number****Description**

The identifier of the insurance policy covering the vehicle.

**Data Item In Care Of****Description**

The name of the person, division, etc. that correspondence should be directed.

Implementation Consideration:

For mailing address purposes, the 'in care of' name is used in place of the name of the customer, company, firm, etc.

**Data Item Address Line 1****Description**

Information for the first line of the address.

Business Rule:

All addresses must be verified for correct format according to the most current USPS addressing standards.

**Data Item Address Line 2****Description**

Information for the second line of the address.

**Data Item City****Description**

The name of the city for the address.

**Data Item State****Description**

The abbreviated name of the state for the address.

Possible Values: See data model appendix B.

Implementation consideration: Permit default value to be 'TN'.

**Data Item Zip Code****Description**

The zip code for the address.



Implementation Consideration: Provide the ability to validate the zip code.

## **Data Item Email Address**

### **Description**

The electronic mail address for the insurance company.

---

## **Entity ITEM**

### **Description**

This entity represents the following individual controlled stock items: Vin Plates, Anti-Theft Inspection Plates, TDS Stickers, Education Stickers, Hearing Impaired Decals, Temporary Operating Permits, Farm Permits, Non-Resident Permits, Drive Out Tags, Registration Decals (Year Decal, County Privilege/Wheel Tax Decal, City Privilege/Wheel Tax Decal, and Permanent Fleet Decal.), Disabled Placards and Title Paper.

Definitions and Business Rules:

**Vin Plate** - This is a plate stamped with a Vehicle's VIN that is issued to replace a lost or destroyed vehicle VIN plate.

**TDS Sticker** - This sticker is issued to owners of off road vehicles (ATVs, etc. - vehicles that can not be driven lawfully on roads) to be placed upon the vehicle to indicate ownership to law enforcement officers. The sticker is issued when the off road vehicle is titled.

**Anti-Theft Inspection Plate** - A plate issued by the Tennessee Department of Safety, Criminal Investigation Division to be affixed to a vehicle involved with a case being conducted by the Tennessee Department of Safety, Title and Registration Division, Anti-Theft Unit.

**Education Sticker** - Education Stickers are decals depicting the education logo that may be obtained at any TDOS authorized agency. They are to be placed on the windshield of motor vehicles. This decal has no connection with vehicle registration.

**Hearing Impaired Decal** - Hearing Impaired decals may be obtained at any TDOS authorized agency. They are to be placed on the windshield of motor vehicles to indicate to individuals and emergency personnel that the driver of the vehicle is hearing impaired.

**Title Paper** - This is the security featured paper that Titles are printed on. Each sheet of this paper is pre-printed with a control number.

**Temporary Operating Permit** - A paper tag that is issued to a customer for the temporary operation of a vehicle. The only time a temporary operating permit should be issued is when the current plate is expired at the time of the personalized plate request or the current plate will expire before the new plate is ready.

In the event that the applicant does not receive their new plate as of the expiration date of the temporary operating permit, they can renew and receive credit for a new temporary operating permit.

A maximum of 2 temporary operating permits per applicant and per vehicle can be issued within a 12 month registration period.

**Drive Out Tag** - A paper tag that is issued to a customer for the temporary operation of a vehicle.

The temporary tag can be used for the operation of the vehicle for 7 to 14 days.

A maximum of 2 drive out tags may be issued.

Under no circumstances may the vehicle be operated for more than 28 days with drive out tags.

Drive out tags may not be used for trucks or truck tractors being used or tested under load conditions.

**Farm Permit** - A paper tag that is issued to a customer for the temporary operation of a vehicle.

A permit that allows for the temporary operation of a vehicle at a higher weight class than what is currently registered for farmers during planting, harvest, etc.

A vehicle must currently be registered in a semi-commercial class to be eligible for a farm permit.

A maximum of 5 farm permits per vehicle can be issued within a 12 month registration period.

**Non - Resident Permit** - A paper tag that is issued to a customer for the temporary operation of a vehicle. This permit allows an out of state titled and registered farm vehicle to be temporarily operated within Tennessee.

A maximum of 3 non-resident permits per vehicle can be issued within a 12 month registration period.

Non-resident permits allow for the operation of out of state vehicles seventy-five miles inside Tennessee from the state line.

**Registration Decal** - A decal that represents valid registration (taxes and fees paid) that is attached to and displayed on the registered plate.

**Disabled Placard** - A distinguishing placard issued to a disabled driver or a disabled passenger for a permanent or temporary disability. The placard is personal to the disabled driver or disabled passenger and can only be used by such person.

1)A person who is permanently confined to a wheelchair and who does not own and is not physically capable of operating a motor vehicle may be issued one (1) disabled placard for the exclusive use of such person.

2)A disabled driver may receive a second placard if there is a second car registered in the name of the disabled driver or a member of that driver's immediate family who resides with the driver.

3)A business, in which part of their business is the transportation of disabled persons, can apply for and be issued a disabled placard.

4)There are 2 types of Disabled Placards; Permanent and Temporary.

**Permanent** - issued to persons who are permanently disabled and whose permanent disability is noted on the physician's statement.

**Temporary** - issued to persons who are temporarily disabled by a non-ambulatory or semi-ambulatory condition due to surgery, bone fracture or breakage, or similar condition and whose temporary disabling condition is noted on the physician's statement.

A controlled stock item must be assigned to a cash drawer before the item can be issued to a customer as a result of an activity handled through the cash drawer. The individual assigned to operate a cash drawer also has a fiduciary responsibility for all controlled stock items assigned to the cash drawer during their assignment.

#### Implementation Consideration:

Permits and decals that are generated and printed on demand shall have a generated control number consisting of a County Identifier, Julian Date, and a sequence number. If an item is created on demand, the relationship between item and controlled stock is implied to be fully optional.

Disabled Placards should be issued from any County Clerk or Tennessee Department of Safety, Title and Registration Division office without respect to the person's residency.

#### Attribute List

Name
Control Number
Type
Expiration Date
Temporary Class

## Data Item Control Number

### Description

A control or authorization number assigned to uniquely identify an individual controlled stock item.

Note: The number is physically printed on the item.

**Data Item Type****Description**

Indicates the type of the controlled stock item.

Possible Values:

Vin Plate  
Anti-Theft Inspection Plate  
TDS Sticker  
Education Sticker  
Hearing Impaired Decal  
Temporary Operating Permit  
Farm Permit  
Non-Resident Permit  
Drive Out Tag  
Registration Decal (Year Decal)  
Registration Decal (County Privilege/Wheel Tax Decal)  
Registration Decal (City Privilege/Wheel Tax Decal)  
Registration Decal (Permanent Fleet Decal)  
Temporary Disabled Placard  
Permanent Disabled Placard  
Title Paper

**Data Item Expiration Date****Description**

The date the controlled stock item expires and is no longer valid.

Business Rule:

Temporary Operating Permits, Farm Permits, Non-Resident Permits and temporary Disabled Placards currently are the only controlled stock items that have an expiration date.

**Data Item Temporary Class****Description**

The class of registration (by weight) that the farm vehicle is temporarily operating under.

Business Rule:

Farmers can operate a farm vehicle at a higher weight class temporarily during times of harvest, planting, etc. than the vehicle is normally operated with this permit.

Farm Permits and Non-Resident Permits currently are the only controlled stock items that have a temporary class.

---

**Entity ITEM ORDER LINE****Description**

This entity represents the particular item being ordered, how many are wanted, and whether it is approved or not.

**Attribute List**

Name
Number
Type
Item Number
Quantity

**Data Item Number****Description**

This is the identifier for the Item Order Line.

**Data Item Type****Description**

This represents the kind of item order line.

Business Rule:

The Tennessee Department of Safety, Title and Registration Division Warehouse supervisor has authority to approve, approve and revise, or disapprove item order lines.

Possible Values:

As Ordered

As Approved to be Filled.

**Data Item Item Number****Description**

The number assigned to uniquely identify the stock item.

Possible Values:

The permitted values will be included in the STOCK ITEM MASTER static table.

**Data Item Quantity****Description**

The number of the particular item being ordered.

---

**Entity ITEM SHIPMENT LINE****Description**

This entity represents the particular item being shipped.

**Attribute List**

Name
Number
Item Number
Quantity

**Data Item Number****Description**

This is the identifier for the Item Shipment Line.

**Data Item Item Number**

**Description**

This is the Controlled or Non-Controlled Stock item number that is being shipped.

**Data Item Quantity****Description**

The number of the particular item being shipped.

---

**Entity ITEM STATUS****Description**

Represents the state, in its lifecycle, the controlled stock item is in.

**Attribute List**

Name
Date
Time
Type

**Data Item Date****Description**

The date the status was recorded.

**Data Item Time****Description**

The time the status was recorded.

**Data Item Type****Description**

Indicates the state a controlled stock item is in.

Possible Values:

In Inventory (Available for Ordering) Note: At warehouse.

In Order Shipment

In Inventory (Available for Issue)

In Inventory (Inactive/Obsolete) Note: Not available for issuance.

Missing From Inventory

Issued (In Service)

Issued (Reported Missing[Lost/Stolen])

Issued (No Longer Valid) Note: This is a controlled stock Item that is no longer valid for titling or registration purposes and never returned to the State.

Recalled

Returned (Mutilated/Illegible/Incorrectly Made)

Revoked - This status is derived when a registration or a title is revoked.

Invalid - This status is derived when a registration or a title becomes invalid.

Voided

Implementation Consideration:

This is a comprehensive list of statuses that a controlled stock item may progress through. Most controlled stock items will only progress through a subset of these.

## Entity LEGISLATION INFORMATION

### Description

This entity represents the legislation that was passed and the organization that asked for the legislation that created this plate master.

The Tennessee Department of Safety needs to track 'legislative authorized' plate(s) before they become 'qualified' or not. If a plate does not become 'qualified' within one year, the Tennessee Department of Safety is not interested in the plate anymore, and the information contained in this entity is no longer needed.

### Attribute List

Name
TCA Reference
Effective Date
Organization
Organization Contact
Phone Number
Address Line 1
Address Line 2
City
State
Zip Code

## Data Item TCA Reference

### Description

This is the TCA Reference (identifier) for the legislation that enacted this plate master.

## Data Item Effective Date

### Description

This is the date that plates authorized by this legislation can be issued if the plate becomes 'qualified'.

Business Rule:

A cultural/specialty earmarked plate master must be 'qualified' within one year of the effective date to become a plate master.

## Data Item Organization

### Description

This is the name of the organization that had legislation enacted to produce a special plate.

## Data Item Organization Contact

### Description

This is the name of the person representing the organization that should be contacted about the special plate.

## Data Item Phone Number

### Description

The primary area code and phone number for this Organization Contact.

## Data Item Address Line 1

### Description

Information for the first line of the address.

Business Rule:

All addresses must be verified for correct format according to the most current USPS addressing standards.

## Data Item Address Line 2

**Description**

Information for the second line of the address.

**Data Item City****Description**

The name of the city for the address.

**Data Item State****Description**

The abbreviated name of the state for the address.

Possible Values: See data model appendix B.

Implementation consideration: Permit default value to be 'TN'.

**Data Item Zip Code****Description**

The zip code for the address.

Implementation Consideration: Provide the ability to validate the zip code.

---

**Entity LETTER****Description**

Correspondence sent to a customer concerning the titling and registration activity they initiated.

**Attribute List**

Name
Date Sent
Code
Medium
Image

**Data Item Date Sent****Description**

The date the letter was sent to the customer.

**Data Item Code****Description**

The code that identifies the letter, as defined in the Letter Master entity, that was sent to a customer.

Possible Values:

See data model appendix R (values for this appendix will be defined during the project's design phase).

**Data Item Medium****Description**

Indicates the way the letter was sent to the customer.

Possible Values:

USPS Mail  
Email  
Facsimile

Implementation Consideration:

Permit default to be 'USPS Mail'.

## **Data Item Image**

### **Description**

An electronic representation of the actual letter sent to the customer.

---

## **Entity LIEN**

### **Description**

A claim placed on a vehicle as security for the payment of a debt.

Business Rule:

Vehicles being titled in Tennessee that come from outside states with Lien(s) where the outside state does not issue their title to the Lienor (Lienholder), or subsequent Lienors (Lienholders) who do not possess title, must be processed by the Tennessee Department of Safety, Title and Registration Division.

### **Attribute List**

Name
Identification
Priority
Limit Indicator
Limit Set Date
Effective Date
Loan Date
Discharge Date
Discharge Reason

## **Data Item Identification**

### **Description**

A unique identifier for a claim placed on a vehicle as security for the payment of a debt.

## **Data Item Priority**

### **Description**

Designates the right of precedence over other claims placed on a vehicle as security for the payment of a debt.

Business Rule:

When a loan is refinanced with the same Lienholder, a new lien is noted and the current lien is discharged as refinanced and the new lien will have the same priority as the original lien.

Possible Values:

First  
Second  
Third

## **Data Item Limit Indicator**

### **Description**

Indicates that there can be no further liens placed on a vehicle as security for the payment of a debt.



Possible Values:

Bankruptcy  
Repossession

Business Rules:

Only a Lienholder with a Lien of a priority of '1' can report a Limit on the number of Liens that can be placed on a vehicle.

When the limit indicator is set on a lien, no titling processes (i.e. Duplicate) can take place.

Implementation Consideration:

This information is very confidential and can not be released.

### **Data Item Limit Set Date**

#### **Description**

The date that State of Tennessee, Department of Safety was notified that no further liens may be placed upon a vehicle.

### **Data Item Effective Date**

#### **Description**

The date the lien is perfected.

Business Rule:

If application is made within 20 days the Lien is perfected as of the date of the loan, otherwise it is the date the application is received. On July 1, 2001 the effective date is the date the application is received.

### **Data Item Loan Date**

#### **Description**

The begin date of the actual loan secured by this Lien.

### **Data Item Discharge Date**

#### **Description**

The date the lien on the vehicle is released.

Business Rules:

The lienor (lienholder) must report the discharge of lien to the Tennessee Department of Safety, Title and Registration Division within 72 hours of the discharge.

The lienor (lienholder) is required to deliver the certificate of title to a subsequent lienor (lienholder) or the owner within seven (7) business days after the lien has been discharged.

### **Data Item Discharge Reason**

#### **Description**

Indicates why the lien was discharged.

Possible Values:

Lien Satisfied  
Refinanced  
Discharged - Surrendered (this reason is derived from Title Status when a Title is surrendered).

## Entity LIENHOLDER

### Description

Any individual, company, or other entity that has placed a claim on a vehicle as security for the payment of a debt.

Note: A requirement is to maintain a list of possible lienholders.

Alias: Tennessee Department of Safety Approved Entity (Only selected Lienholders will be given the ability to perform Lien activities in TRUST).

Implementation Consideration:

A Lienholder is considered a 'customer', however for modeling purposes lienholders are represented as a separate entity to clearly show the business rules associated with the entity.

### Attribute List

Name
Identifier
Name
In Care Of
Address Line 1
Address Line 2
City
State
Zip Code
Email Address
PIN
Foreign Indicator

## Data Item Identifier

### Description

A unique identifier assigned to an individual, company, or other entity that has placed a claim on a vehicle as security for the payment of a debt.

## Data Item Name

### Description

The name of any individual, company, or other entity that has placed a claim on a vehicle as security for the payment of a debt.

## Data Item In Care Of

### Description

The name of the person, division, etc. that correspondence should be directed.

Implementation Consideration:

For mailing address purposes, the 'in care of' name is used in place of the name of the customer, company, firm, etc.

## Data Item Address Line 1

### Description

Information for the first line of the address.

Business Rule:

All addresses must be verified for correct format according to the most current USPS addressing standards.

## Data Item Address Line 2

**Description**

Information for the second line of the address.

**Data Item City****Description**

The name of the city for the address.

**Data Item State****Description**

The abbreviated name of the state for the address.

Possible Values: See data model appendix B.

Implementation consideration: Permit default value to be 'TN'.

**Data Item Zip Code****Description**

The zip code for the address.

Implementation Consideration: Provide the ability to validate the zip code.

**Data Item Email Address****Description**

The electronic mail address where electronic correspondence can be sent to an individual, firm, or other entity.

**Data Item PIN****Description**

This is the Personal Identifier Number assigned to an individual for secured access to certain functions in the TRUST System.

**Data Item Foreign Indicator****Description**

Indicates that the Lienholder is not a Tennessee entity.

---

**Entity NON CONTROLLED STOCK****Description**

This is a non-controlled (no individual control number) item used in conducting the business of the Tennessee Department of Safety, Title and Registration Division.

Examples:

County Name Stickers, Month Decals, Envelopes, Forms, etc.

**Attribute List**

Name
Item Number
Reference Number
Quantity on Hand
Reorder Point Quantity
Reorder Quantity
Safety Stock Quantity

**Data Item Item Number****Description**

The number assigned to uniquely identify the non controlled stock item.

Possible Values:

The permitted values will be included in the STOCK ITEM MASTER static table.

### **Data Item Reference Number**

#### **Description**

This is the state form identifier.

Example:

SF-1080.

### **Data Item Quantity on Hand**

#### **Description**

The amount of the stock item currently in inventory at the location.

### **Data Item Reorder Point Quantity**

#### **Description**

The level of inventory at which to place a new order to replenish stock.

Implementation Consideration:

This value may be set by management or calculated based on the demand rate for the item over a specified period of time multiplied by the projected lead time for the receipt of order.

### **Data Item Reorder Quantity**

#### **Description**

The quantity of an item to be ordered when inventory declines to a pre-determined level.

Implementation Consideration:

This value may be set by management or a variable amount calculated by projecting future demand of an item based on the quantity of items depleted from inventory over a specified period of time.

### **Data Item Safety Stock Quantity**

#### **Description**

A buffer stock of items held to meet future demand.

---

## **Entity NOTE**

### **Description**

A comment providing additional information about a case. A note can apply to multiple cases.

### **Attribute List**

Name
Date
Time
Comment
Contact Name
Contact Phone Number
Recorded By

## **Data Item Date**

**Description**

The date the additional information was recorded.

**Data Item Time****Description**

The time the additional information was recorded.

**Data Item Comment****Description**

A free form text field containing additional information about the case.

**Data Item Contact Name****Description**

The name of the person that provided additional information concerning the case.

**Data Item Contact Phone Number****Description**

The phone number, including area code, for the person that provided additional information concerning the case.

**Data Item Recorded By****Description**

Identifies the Anti-Theft Unit staff member that recorded the additional information.

---

**Entity ODOMETER****Description**

A record of the measurement of the distance a vehicle has traveled.

Business Rule:

Vehicles NOT subject to having odometer information recorded by TRUST:

1. New or used vehicles not yet titled when transfer is made from manufacturer to distributor, between one dealer to another or to any United States agency under contract. The MSO or MCO is used for this transaction and is exempt until application for certificate of title is made to a retail purchaser.
2. Vehicles having a gross vehicle weight rating (GVWR) of 16,000 pounds or more.
3. Vehicles that are self-propelled.
4. Vehicles 10 years or older. To determine this exemption, NHTSA has ruled that the current calendar year minus 10 years is used to exempt models from that year and older. Example: Current calendar year 1999 minus 10 years equals 1989 model year and older are exempt.
5. Some motorcycles and ATVs do not have odometers; therefore, no disclosure is required but a statement to that effect must accompany the transaction indicating the vehicle does not have an odometer.
6. Boats

**Attribute List**

Name
Reading Date
Reading
Brand

**Data Item Reading Date****Description**

The date the measurement was taken from the odometer.

**Data Item Reading****Description**

The value of the measurement in miles taken from the odometer not including tenths (fractions of a mile).

## **Data Item Brand**

### **Description**

Indicates the perceived correctness of the odometer reading.

Possible Values:

Actual Mileage

Not Actual Mileage

Exceeds Mechanical Limits

No Brand

Implementation Consideration:

Permit the default to be 'Actual Mileage'.

Explanation:

If the reading is less than 100,000 miles, it can only be "Actual Mileage" or "Not Actual Mileage". Where the reading is 24,000 miles but the mileage is 124,000, the only appropriate brand would be "Exceeds Mechanical Limits". The brand "Not Actual Mileage" would be inappropriate. "No brand" refers only to vehicles not covered under the Truth in Mileage Act.

---

## **Entity OFFICE**

### **Description**

A location of a County Clerk or Tennessee Department of Safety, Title and Registration Division office.

Business Rule:

An office must be associated to either a County Clerk or the Tennessee Department of Safety, Title and Registration Division.

Implementation Consideration:

A Dealer may be set up as an office for a County Clerk to perform titling and registration activities if authorized by the County Clerk and approved by the Tennessee Department of Safety, Title and Registration Division.

### **Attribute List**

Name
Identifier
Type
Primary Contact
Email
Fax Number
Phone Number 1
Phone Number 2

## **Data Item Identifier**

### **Description**

A unique identifier assigned to a County Clerk's or Tennessee Department of Safety, Title and Registration's office location.

## **Data Item Type**

### **Description**

Indicates the type of County Clerk's or Tennessee Department of Safety, Title and Registration's office being operated at this location.

Business Rule: Only one location for each County Clerk may be designated as the Primary location. A County Clerk must have a Primary location.

Possible Values:

County Clerk Primary  
County Clerk Satellite  
TDOS Information Counter  
TDOS Warehouse  
IRP Center  
etc.

## **Data Item Primary Contact**

### **Description**

The name of the person designated as the primary contact for this office location. This will permit the County Clerk or Tennessee Department of Safety, Title and Registration Administrative Head to designate him or herself, or any of their deputies to be the primary point of contact for a particular location.

Implementation Consideration: The primary contact may be the County Clerk or Tennessee Department of Safety, Title and Registration Administrative Head.

## **Data Item Email**

### **Description**

The electronic mail address for this County Clerk's or Tennessee Department of Safety, Title and Registration's office location.

## **Data Item Fax Number**

### **Description**

The area code and phone number for the facsimile machine for this County Clerk's or Tennessee Department of Safety, Title and Registration's office location.

## **Data Item Phone Number 1**

### **Description**

The primary area code and phone number for this County Clerk's or Tennessee Department of Safety, Title and Registration's office location.

## **Data Item Phone Number 2**

### **Description**

The secondary area code and phone number for this County Clerk's or Tennessee Department of Safety, Title and Registration's office location.

---

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## **Entity OFFICE ADDRESS**

### **Description**

This is an address for an office.

Business Rule:

All addresses, including

- Individual (3 lines)
  - Rural Route (3 lines)
  - Attention Line (5 lines)
  - Highway Contract (3 lines)
  - International (4 lines)
  - Post Office Box (3 lines)
  - Domestic & Overseas Military (3 lines)
  - Non-Address Data (5 lines)
- must be verified for correct format according to the most current USPS addressing standards.

**Attribute List**

Name
Type
Effective Date
Address Line 1
Address Line 2
City
State
Zip Code

**Data Item Type****Description**

Indicates the designated usage for the address.

Possible values are:

Shipping  
Mailing  
Billing  
Physical

Business Rule:

A county clerk can only have one shipping address for all their locations for plate/decal shipments.

**Data Item Effective Date****Description**

This is the date that the address becomes effective for use.

Business Rule:

The Tennessee Department of Safety, Title and Registration Division will establish a minimum time period to pass before a Shipping Address change becomes functional.

**Data Item Address Line 1****Description**

Information for the first line of the address.

**Data Item Address Line 2****Description**

Information for the second line of the address.

**Data Item City****Description**

The name of the city for the address.

**Data Item State****Description**



The abbreviated name of the state for the address.

Possible Values: See data model appendix B.

Implementation consideration: Permit default value to be 'TN'.

## **Data Item Zip Code**

### **Description**

The zip code for the address.

Implementation Consideration: Provide the ability to validate the zip code.

---

## **Entity OPERATING TIME**

### **Description**

The day and hours that a County Clerk's or Tennessee Department of Safety office location is open for business.

### **Attribute List**

Name
Day
Open Hour
Close Hour

## **Data Item Day**

### **Description**

The day of the week that the County Clerk's or Tennessee Department of Safety's office location will be open for business.

Possible Values:

Monday  
Tuesday  
Wednesday  
Thursday  
Friday  
Saturday  
Sunday

Implementation Consideration: The open and close hours designated may be the same for multiple days.

## **Data Item Open Hour**

### **Description**

The opening time for the designated day.

## **Data Item Close Hour**

### **Description**

The closing time for the designated day.

---

**Entity ORDER****Description**

This entity represents a request from an Office to replenish Non-Controlled, Controlled, or Plate Stock.

**Attribute List**

Name
Identifier
Date
Type
Office Requested to Fill

**Data Item Identifier****Description**

This is an identifier of an order that, along with the office placing the order, uniquely identifies the order.

**Data Item Date****Description**

The date that the order was placed.

**Data Item Type****Description**

Indicates the kind of order being placed.

Possible Values:

Plate Order

Stock Order

**Data Item Office Requested to Fill****Description**

This is the identifier of the Office that is requested to fill the order.

**Entity ORDER STATUS****Description**

Represents the state, in its lifecycle, the Order is in.

**Attribute List**

Name
Date
Time
Type

**Data Item Date****Description**

The date the status was noted.

**Data Item Time****Description**

The time the status was noted.

**Data Item Type****Description**

Indicates the status that the order is in.

**Possible Values:**

Order Request Sent  
Order Request Received  
Order Approved  
Order Disapproved  
Order Shipped - This is derived from Shipment Status.

---

**Entity ORGANIZATION MEMBER****Description**

Represents a person who is a member of an organization that has a special plate and their rights to a particular special plate or a number of special plates.

**Business Rule:**

Plate(s) produced for the customer as an organization member are shipped to the County Clerk that corresponds to the customer's county of residence.

**Attribute List**

Name
Position Rank
Plate Number
Number Allowed

**Data Item Position Rank****Description**

The position or rank the member holds in the organization.

**Data Item Plate Number****Description**

The actual plate number the person should receive if this is an organization that can set plate numbers as determined by the Tennessee Department of Safety, Title and Registration Division.

**Data Item Number Allowed****Description**

The number of organizational plates the member is allowed to purchase for the purpose of registering their vehicles.

---

**Entity OUT OF STATE VEHICLE****Description**

This entity represents a farm vehicle that is titled and registered outside the State of Tennessee, where the owner has requested a Non-Resident Permit for the temporary operation at a different weight class inside of Tennessee.

**Attribute List**

Name
VIN
Make
Model
Model Year
Color Upper Body
Color Lower Body
Title Plate State
Title Number
Plate Number

**Data Item VIN****Description**

A Vehicle Identification Number is a character code that is assigned to selected types of vehicles.

**Data Item Make****Description**

Indicates the manufacturer of a vehicle, i.e. Ford, Chevrolet.

Possible Values: See data model appendix D (values for this appendix will be defined during the project's design phase).

Implementation Consideration: Provide the ability to derive (with user override) the make of the vehicle based on VIN, i.e. VINA software.

**Data Item Model****Description**

Indicates the style of the vehicle as defined by the manufacturer, i.e. Cadillac Coupe DeVille.

Possible Value: See data model appendix D (values for this appendix will be defined during the project's design phase).

Implementation Consideration: Provide the ability to derive (with user override) the make of the vehicle based on VIN, i.e. VINA software.

**Data Item Model Year****Description**

Indicates the model year as designated by the manufacturer.

Possible Value: See data model appendix D (values for this appendix will be defined during the project's design phase).

Implementation Consideration: Provide the ability to derive (with user override) the make of the vehicle based on VIN, i.e. VINA software.

**Data Item Color Upper Body****Description**

Indicates the color of the upper body portion of the vehicle or the entire vehicle if not dually colored.

Possible Values: See data model appendix F for NCIC Approved Color Codes.

**Data Item Color Lower Body****Description**

Indicates the color of the lower body portion of the vehicle.

Possible Values: See data model appendix F for NCIC Approved Color Codes.

---

**Data Item Title Plate State****Description**

The abbreviated name of the state where the vehicle is titled and registered.

Possible Values: See data model appendix B.

**Data Item Title Number****Description**

The out of state title number for this vehicle.

**Data Item Plate Number****Description**

The out of state plate number that is on this vehicle.

---

**Entity OVERRIDE****Description**

This entity represents a request by a Staff member to allow the processing of an Activity to continue for a Vehicle that has a Case against it or an interface indicates that no processing should occur for this Vehicle.

**Attribute List**

Name
Date Requested
Reason
Authorization Action
Authorized By
Date Authorized

**Data Item Date Requested****Description**

The date the override of a vehicle stop was requested by a staff member.

**Data Item Reason****Description**

The justification for the override.

Possible Values:

Insurance Settlement

Vehicle Stolen before Titling Initiated/Completed

TBD

**Data Item Authorization Action****Description**

Indicates whether the Override was approved or disapproved.

Possible Values:

Approved

Disapproved

**Data Item Authorized By****Description**

This is the supervisory staff member who approved or disapproved the Override.

---

---

**Data Item Date Authorized****Description**

The date the override was approved or disapproved.

---

**Entity OWNERSHIP****Description**

The period of time a person, firm, co-partnership, association, or corporation owns a vehicle or leases a vehicle.

Business Rule: An Ownership must be related to one Customer subtype.

**Attribute List**

Name
Beginning Date
Ending Date
Conjunction
Ownership Rights Indicator
Mail to Indicator
Undercover Indicator

**Data Item Beginning Date****Description**

The start date for the time period a person, firm, co-partnership, association, or corporation owns a vehicle or leases a vehicle.

Alias: Purchase Date

**Data Item Ending Date****Description**

The end date for the time period a person, firm, co-partnership, association, or corporation who owns a vehicle or leases a vehicle.

**Data Item Conjunction****Description**

Indicates the ownership rights of each person, firm, co-partnership, association, or corporation who owns or leases a vehicle.

Possible Values:

Or

And

**Data Item Ownership Rights Indicator****Description**

Indicates the nature of the ownership rights of a person, firm, co-partnership, association, or corporation for a vehicle.

Possible Values:

Lessor - is leasing the vehicle to a person, firm, co-partnership, association, or corporation and has titling responsibility.

Lessee - is leasing the vehicle from a person, firm, co-partnership, association, or corporation and has registration responsibility.

Owner - owns the vehicle and is not involved in a lease agreement.

**Business Rules:**

If multiple persons, firms, co-partnerships, associations, or corporations jointly owns a vehicle or is leasing a vehicle, then the nature of the ownership rights of all persons, firms, co-partnerships, associations, or corporations must be the same during this time period.

All vehicles leased for a period of 30 days or more will be titled in the name of the lessor and the registration will show the name of the lessor and the name and address of the lessee, the lessee will be the actual owner of the registration plate.

**Data Item Mail to Indicator**

**Description**

Indicates the person, firm, co-partnership, association, or corporation that has been designated to receive correspondence from the State of Tennessee, Department of Safety during this time period.

Business Rule: If multiple persons, firms, co-partnerships, associations, or corporations jointly owns a vehicle or leases a vehicle, then only one person, firm, co-partnership, association, or corporation can be selected to receive correspondence from the State of Tennessee, Department of Safety during this time period.

**Data Item Undercover Indicator**

**Description**

Indicates that the ownership of the vehicle has been designated as 'undercover' (i.e. used in law enforcement activities).

**Possible Values:**

Undercover  
Fictitious  
Not Undercover (everybody else)

**Business Rules:**

Only government owned vehicles can be designated as undercover.

The ownership that is designated as undercover is very secured and can only be viewed and manipulated by selected individuals to be determined by the Tennessee Department of Safety, Title and Registration Division.

An ownership, along with a title, registration, and plate, designated as fictitious will always be set up for the vehicle for general inquiry and reporting purposes.

Fee/Taxes are not collected when an in-state or out-of-state undercover vehicle is established but non-secured inquiries and reports related to cost detail for the fictitious ownership must show that fees were assessed and paid.

**Implementation Consideration:**

Permit the default to be 'Not Undercover'.

---

**Entity PAYMENT****Description**

A record of a monetary transaction at a designated point of service station.

**Attribute List**

Name
Number
Receive Date
Method
Receive Amount
Type
Institution
Account Number
Check Number
Authorization Number
Journal Voucher Date
Journal Voucher Department Division Code
Bad Check Indicator
Refunded Indicator

**Data Item Number****Description**

A unique identifier for the monetary transaction at a designated point of service station.

Alias: Receipt Number

**Data Item Receive Date****Description**

The date the monetary transaction was conducted.

**Data Item Method****Description**

Indicates how the Payment was received for the transaction.

Possible Values:

Mail  
In Person  
Portal

**Data Item Receive Amount****Description**

The total amount of the money received.

**Data Item Type****Description**

Indicates how the person paid for the monetary transaction.

Possible Values:

Cash  
Check  
Money Order  
Traveler's check  
Vouchers from Credit/Debit card  
State Agency Journal Vouchers  
EFT



**Data Item Institution****Description**

The company or state agency through which the payment was made.

Examples:

Master Card  
Visa  
American Express  
Chase Manhattan Bank  
First Tennessee Bank  
State Agency.

**Data Item Account Number****Description**

The person's, company's, or state agency's account or journal voucher number with the Institution that provided payment.

**Data Item Check Number****Description**

The actual 'check' number printed on the check in the upper right hand corner if method of payment was by check.

**Data Item Authorization Number****Description**

The authorization number received from the clearing house that verified the payment (credit card, check, debit card) was valid and acceptable.

**Data Item Journal Voucher Date****Description**

The date the journal voucher was executed.

**Data Item Journal Voucher Department Division Code****Description**

This identifies the State of Tennessee Department and Division that produced the Journal Voucher.

Possible Values: See data model appendix O.

**Data Item Bad Check Indicator****Description**

Indicates that the check used for this payment was returned for insufficient funds, account closed, etc.

**Data Item Refunded Indicator****Description**

Indicates that the payment received for an activity has been returned to the customer because the activity they performed this same calendar day has been voided.

Business Rule:

Per TCA: 9-4-607 and Policy 2 - Recovery of Monies, Refunds, Disallowances, and Questioned Costs, 'instant' refunds are not permitted with the possible exception of issuing a credit to a customer's credit card (the customer must receive the credit on the same credit card originally used to pay for the service.) In addition, credit issued to credit cards require the appropriate paperwork and fiscal approval and adherence to approval limits based on the amount of the refund. In order for TRUST users to have the authority to issue 'instant' cash refunds, an exception to this policy must be obtained from the F&A Director of Accounts.

In the event, an exception to this policy is obtained, then an 'instant' refund must be for an activity that occurred on the same business day as the request for refund is made. A copy of a refund form must be completed and captured by TRUST. The activity related to this refund must be voided prior to the issuance of a refund.

Possible Values:

Refunded

Not Refunded

Implementation Consideration:

Permit the default to be 'Not Refunded'.

---

## Entity PENALTY

### Description

This is a late charge assessed to a County Clerk for remitting fees owed to the State of Tennessee Department of Safety beyond the payment due date.

Business Rule:

A 5% penalty of the total remittance for registration activities only (renewals, originals, reassignments, etc.) will be applied if the County Clerk is 10 days delinquent in making the remittance. The Tennessee Department of Safety Commissioner has the authority to waive or relieve the clerk of the penalty.

### Attribute List

Name
Date Assessed
Assessed Amount
Date Waived

## Data Item Date Assessed

### Description

The date the Penalty was assessed.

## Data Item Assessed Amount

### Description

The dollar amount of the Penalty.

## Data Item Date Waived

### Description

This is the date that the Tennessee Department of Safety Commissioner or their designee waived the penalty.

---

## Entity PERSONALIZED RIGHT

### Description

A right of a customer to a particular personalized plate.

Business Rules:

A customer can reserve a personalized plate (establishing their right to it) 30 days prior to ordering and paying for the plate.

Individuals and Businesses registering passenger vehicles for non-commercial use can establish a right to and be issued a personalized plate.

The right to an un-issued personalized plate will be relinquished if the registrant fails to register a vehicle within one full year with the plate.

The right to an issued personalized plate will be relinquished if the registrant fails to renew a registration with the plate within one full year from the expiration date of the last registration.

#### **Attribute List**

Name
Begin Date
End Date
Reason

### **Data Item Begin Date**

#### **Description**

The date that the individual owner's personalized plate choice was approved and rights to this plate were established.

### **Data Item End Date**

#### **Description**

The date that rights to this plate were relinquished.

### **Data Item Reason**

#### **Description**

The circumstance as to why the right to a personalized plate has ended for the owner.

Definition:

Relinquishing of rights refers to those situations where the owner of a personalized plate gives up their right to the name or set of characters on their current personalized plate to enable that name or set of characters to be made available for use by another applicant.

Possible Values:

Relinquished by Owner  
Relinquished by Renewal Time Interval  
Plate Revoked

---

## **Entity PLATE**

### **Description**

A metal tag that when issued to a registrant for attachment to a vehicle provides evidence that fees have been paid for the privilege of operating the vehicle.

Business Rules:

An Office can not issue a plate that has not been properly received into its inventory.

A plate must be assigned to a cash drawer before the plate can be issued to a customer as a result of an activity handled through the cash drawer. The individual assigned to operate a cash drawer also has a fiduciary responsibility for all plates assigned to the cash drawer during their assignment.

Plates can be issued to out of state governmental agencies (requesters) under a reciprocal agreement for undercover activities.

Dealer Plate - A registration plate reserved for the issuance to businesses engaged in the business of buying, selling, prepping, transporting or exchanging motor vehicles.

Dealer plates are assigned to a dealer and are not assigned to a specific vehicle. Currently all dealer plates are valid for a fixed period of time from March 01 to March 31 of the following year.

The current limitations to the number of plates that may issued to a dealer:

- New/Used Dealers (125 if volume of Sales > 23 motor vehicles in a given year)
- New/Used Dealers (3 if volume of Sales < 24 motor vehicles in a given year)
- Vehicle Prep/ Transporter / Manufacturer Dealers (49 in a given year)
- Demonstrator (Heavy Duty Truck) Dealers (7 in a given year)

The alphabetic format of 'TTY' on regular passenger vehicle state plates represents 'hearing impaired'.

### **Attribute List**

Name
Number
Duplicate Indicator
Blind Indicator
Out of State Undercover Indicator
Cost

## **Data Item Number**

### **Description**

The actual number (letters and numbers) that is embossed on the plate. This number along with the class year and class uniquely identify the plate.

## **Data Item Duplicate Indicator**

### **Description**

Indicates whether this is an original or a duplicate (copy) plate.

Possible Values:

Original  
First Copy  
Second Copy  
Third Copy  
etc.

Implementation Consideration:

Permit the default to be 'Original'.

## **Data Item Blind Indicator**

### **Description**

Indicates if this plate was issued as a 'blind' plate to a government vehicle.

Business Rule:

Blind plates are issued for display on the vehicle. Vehicles that have a blind plate will always also have a non-blind plate associated to the registration. The blind plate is secured for inquiry and reporting purposes. Any non-secured inquiry and reporting for the vehicle will display the non-blind plate information.

Possible Values:

Blind  
Non-Blind.

Implementation Consideration:

Permit the default to be 'Non-Blind'.

### **Data Item Out of State Undercover Indicator**

#### **Description**

Indicates if this plate was issued to an out of state government agency.

Business Rule:

Out of state undercover plates are issued for law enforcement activities. The plate is secured for inquiry and reporting purposes. Any non-secured inquiry and reporting for the plate will display information as if the plate did not exist.

Possible Values:

Out of State Undercover  
Not Out of State Undercover

Implementation Consideration:

Permit the default to be 'Not Out of State Undercover'.

### **Data Item Cost**

#### **Description**

This is the dollar amount that was required to produce and ship this plate from the plate supplier.

Implementation Consideration:

Plates produced for a class in the same Plate Production run will always have the same cost.

---

## **Entity PLATE ELIGIBILITY LIST**

### **Description**

A list of members eligible for a special plate submitted by an organization to the Tennessee Department of Safety, Title and Registration Division and distributed (related) to Offices.

### **Attribute List**

Name
Organization
Date

### **Data Item Organization**

#### **Description**

This is the name of the organization that provided the eligibility list.

### **Data Item Date**

#### **Description**

This is the date that the Tennessee Department of Safety, Title and Registration Division received the eligibility list.

---

## Entity PLATE MASTER

### Description

This entity is the controlling master for a plate. It contains business rules and descriptive information about all the plates for this class and issue year.

### Attribute List

Name
Class Code
Issue Year
Type
Personalizable Code
Owner Lessee Code
Family Code
Issuable Amount Code
Eligibility List Indicator
Transferable Indicator
Permanent Expiration Date
Description
Lead Time
Available Issue Date
Last Production Date
Obsolete Date

## Data Item Class Code

### Description

This is the unique identifier that designates a particular type of plate.

Possible Values:

Reference data model appendix T - Plate Classes.

Implementation Consideration:

Class and Issue Year are the high level identifiers of a plate.

## Data Item Issue Year

### Description

This is the year of the new metal issuance for a particular design of a plate class.

Implementation Consideration:

Class and Issue Year are the high level identifiers of a plate.

## Data Item Type

### Description

Indicates the kind of plates produced for this plate master.

Possible Values:

Regular

Cultural  
Specialty (Earmarked)  
Memorial  
Special Purpose

Business Rule:

Additional fee/tax(s) collected for the issuance and renewal of Specialty or Cultural plates are distributed at a fixed percentage ratio as follows:

Specialty - 50% to the Organization or State Agency,  
40% to the Tennessee Arts Commission, and  
10% to the State Highway Fund

Cultural - 80% to the Tennessee Arts Commission and  
20% to the State Highway Fund.

## **Data Item Personalizable Code**

### **Description**

Indicates whether or not plates for this class and issue year can be personalized or not.

Possible Values:

Yes  
No

## **Data Item Owner Lessee Code**

### **Description**

Indicates whether the (owner only) or the (owner or lessee) may be issued plates from this class and issue year.

Possible Values:

Owner  
Owner / Lessee.

## **Data Item Family Code**

### **Description**

Indicates whether or not the spouse and/or family of the applicant (organizational member) may also be issued plates for this class and issue year.

Possible Values:

Applicant Only  
Applicant and Spouse  
Applicant and Family  
Surviving Spouse.

## **Data Item Issuable Amount Code**

### **Description**

Indicates the number of plates the applicant is eligible to acquire.

Possible Values:

One  
Two  
Unlimited

## **Data Item Eligibility List Indicator**

### **Description**

Indicates whether or not plates for this class must have an organization eligibility list, and if it does, whether or not the organization or the organization and TDOS sets the plate number.

Possible Values:

Yes - Plate Number Set (Organization Only)  
Yes - Plate Number Set (Organization and TDOS)  
Yes - Plate Number Not Set  
No

### **Data Item Transferable Indicator**

#### **Description**

Indicates whether or not a plate of this class and issue year is transferable from one registration to another.

Business Rules:

Permanent plates (antique and semi) can not be transferred from one registered vehicle to another. If the plate is used with a zone county registration the zone county can't change. The plate class being reassigned must be appropriate for the vehicle type it is being transferred to. The registrant/ownership must be the same for the vehicles.

Possible Values:

Yes  
No

Implementation Consideration:

Permit the default to be 'Yes'.

### **Data Item Permanent Expiration Date**

#### **Description**

This is the registration expiration date (month and day) that all plates produced for this plate master have. Only some plates will have this date.

Example - Dealer Plates

### **Data Item Description**

#### **Description**

Free form text that describes the plate master.

### **Data Item Lead Time**

#### **Description**

This is the advance time in days, that once a production order has been placed, needed to produce and ship plates for this class and issue year.

### **Data Item Available Issue Date**

#### **Description**

This is the date that plates for this class and issue year become available for issuance.

### **Data Item Last Production Date**

#### **Description**

This is the last date that orders for production of plates of this plate class and issue year will be valid to process by the plate supplier.

### **Data Item Obsolete Date**

#### **Description**

The date that all plates for this class and issue year will start becoming obsolete.



**Business Rules:**

Issued plates of this plate class and issue year will become obsolete at the end of the month that their corresponding registration expires and these plates cannot be renewed.

Plates in inventory of this plate class and issue year become obsolete as of this date and cannot be issued.

---

**Entity PLATE MASTER IMAGE****Description**

This entity represents a digital representation example of the plate that can be produced for this plate master.

**Attribute List**

Name
Image

**Data Item Image****Description**

A digital representation example of a plate that can be produced for this plate master.

---

**Entity PLATE MASTER STATUS****Description**

Represents the state, in its lifecycle, the plate master is in.

**Attribute List**

Name
Date
Time
Type
Description

**Data Item Date****Description**

The date the plate master status changed and was recorded.

**Data Item Time****Description**

The time the plate master status changed and was recorded.

**Data Item Type****Description**

Indicates the production state the Plate Master is in.

**Possible Values:**

Qualified

TDOS Authorized - Active For Production

Obsolete

**Data Item Description**

**Description**

Free form text field where a Staff member may record why the status changed.

---

**Entity PLATE NUMBER FORMAT****Description**

Describes the different plate number formats and their range for a plate master.

**Attribute List**

Name
Identifier
Type
Definition
Beginning Number
Ending Number
Personalized Positions

**Data Item Identifier****Description**

An unique number used to identify this particular Plate Number Format for a Plate Master.

**Data Item Type****Description**

Indicates the kind of format.

Possible Values:

Standard

Personalized

**Data Item Definition****Description**

The plate format.

Examples:

XXX-XXX

XX#####

###-XXX

Implementation Consideration:

Some plate formats will have a 'hinge die' format position (two or three stacked characters in one format position).

Provide the ability to allow formats up to ten positions.

**Data Item Beginning Number****Description**

The beginning range number for this particular format.

Example:

If format is 'UTM###', the beginning range number could be 'UTM001'.

---

## Data Item Ending Number

### Description

The ending range number for this particular format.

Example:

If format is 'UTM###', the ending range number could be 'UTM499'.

## Data Item Personalized Positions

### Description

Indicates the number of positions in this format that a customer can personalize.

Business Rule:

Three positions are the least amount of positions that can be personalized.

---

## Entity PLATE ORDER LINE

### Description

This entity represents the particular plate class and issue year being ordered, how many are wanted, and whether it is approved or not.

### Attribute List

Name
Number
Type
Class Code
Issue Year
Quantity
Begin Number
End Number
Duplicate Indicator

## Data Item Number

### Description

This is the identifier for the Plate Order Line.

## Data Item Type

### Description

This represents the kind of plate order line.

Business Rule:

The Tennessee Department of Safety, Title and Registration Division Warehouse supervisor has authority to approve, approve and revise, or disapprove plate order lines.

Possible Values:

As Ordered

As Approved to be Filled.

## Data Item Class Code

### Description

This is the unique identifier that designates a particular type of plate.

Possible Values:

Reference data model appendix T - Plate Classes.

Implementation Consideration:

Class Code and Issue Year are the high level identifiers of a plate.

### **Data Item Issue Year**

#### **Description**

This is the year of the new metal issuance for a particular design of a plate class.

Implementation Consideration:

Class and Issue Year are the high level identifiers of a plate.

### **Data Item Quantity**

#### **Description**

The number of plates for this Plate Order Line being ordered.

### **Data Item Begin Number**

#### **Description**

This is the first plate number wanted when a range of plates are being ordered or the plate number wanted when one plate is being ordered.

### **Data Item End Number**

#### **Description**

This is the last plate number wanted when a range of plates are being ordered.

### **Data Item Duplicate Indicator**

#### **Description**

Indicates whether the plate order line is for an original or a duplicate (copy) plate.

Possible Values:

Original  
First Copy  
Second Copy  
Third Copy  
etc.

---

## **Entity PLATE PRODUCTION**

### **Description**

This entity represents a manufacturing run to produce plates by the plate supplier (TRICOR).

Implementation Consideration:

An interface is proposed with TRICOR (plate supplier) to supply plate order information to them, and receive production and shipment information from them.

Currently on Personalized Plate productions, TRICOR's system can only supply the quantity made (can not provide individual plate numbers made). A proposed new system at TRICOR should be able to provide all the information

needed.

**Attribute List**

Name
Date
Quantity
Format
Begin Number
End Number

**Data Item Date****Description**

The date of the manufacturing run.

**Data Item Quantity****Description**

The total number of plates produced in the manufacturing run.

**Data Item Format****Description**

The plate number format used in this manufacturing run.

**Data Item Begin Number****Description**

The beginning plate number in this manufacturing run.

**Data Item End Number****Description**

The ending plate number in this manufacturing run.

---

**Entity PLATE SHIPMENT LINE****Description**

This entity represents the particular plate class and issue year being shipped.

**Attribute List**

Name
Number
Class Code
Issue Year
Quantity
Begin Number
End Number

**Data Item Number****Description**

This is the identifier for the Plate Shipment Line.

**Data Item Class Code****Description**

This is the unique identifier that designates a particular type of plate.

Possible Values:

Reference data model appendix T - Plate Classes.

Implementation Consideration:

Class Code and Issue Year are the high level identifiers of a plate.

### **Data Item Issue Year**

#### **Description**

This is the year of the new metal issuance for a particular design of a plate class.

Implementation Consideration:

Class and Issue Year are the high level identifiers of a plate.

### **Data Item Quantity**

#### **Description**

The number of plates that are being shipped for this Plate Shipment Line.

### **Data Item Begin Number**

#### **Description**

This is the first plate number shipped when a range of plates are being shipped or the plate number shipped when one plate is being shipped.

### **Data Item End Number**

#### **Description**

This is the last plate number shipped when a range of plates are being shipped.

---

## **Entity PLATE STATUS**

### **Description**

Represents the state, in its lifecycle, the plate is in.

### **Attribute List**

Name
Date
Time
Type

### **Data Item Date**

#### **Description**

The date the status was recorded.

### **Data Item Time**

#### **Description**

The time the status was recorded.

### **Data Item Type**

#### **Description**

Indicates the state a plate is in.

Possible Values:

Approved to be Ordered (i.e. Personalized, Specialty, Cultural reserving)

On Office Order

To Be Produced (On order at TRICOR)

Manufactured (In inventory at TRICOR)  
In Inventory (Available for Ordering) Note: At warehouse.  
In Order Shipment  
In Inventory (Available for Issue)  
In Inventory (Inactive/Obsolete) Note: Not available for issuance. Derived from Plate Master obsolete date.  
Missing From Inventory  
Issued (In Service)  
Issued (Reported Missing[Lost/Stolen])  
Issued (No Longer Valid) Note: This is a plate that is no longer valid for registration and never returned to the State.  
Recalled  
Returned (Mutilated/Illegible/Incorrectly Made)  
Revoked - This status is derived when a registration is revoked.  
Invalid - This status is derived when a registration becomes invalid.

**Business Rule:**

An individual personalized plate that is missing from inventory and subsequently found can not be issued for a registration.

---

## **Entity PLATE STOCK**

### **Description**

A record of the inventory level of plates for a particular class and issue year.

### **Attribute List**

Name
Class
Issue Year
Quantity on Hand
Reorder Point Quantity
Reorder Quantity
Safety Stock Quantity

## **Data Item Class**

### **Description**

This is the unique identifier that designates a particular type of plate.

Possible Values:

Reference data model appendix T - Plate Classes.

Implementation Consideration:

Class and Issue Year are the primary identifiers of a type of plate.

## **Data Item Issue Year**

### **Description**

This is the year of the new metal issuance for a particular design of a plate class.

Implementation Consideration:

Class and Issue Year are the primary identifiers of a type of plate.

---

## Data Item Quantity on Hand

### Description

The amount of plates for the plate class year and class currently in inventory at the location.

## Data Item Reorder Point Quantity

### Description

The level of inventory at which to place a new order to replenish stock.

Implementation Consideration:

This value may be set by management or calculated based on the demand rate for the item over a specified period of time multiplied by the projected lead time for the receipt of order.

## Data Item Reorder Quantity

### Description

The quantity of an item to be ordered when inventory declines to a pre-determined level.

Implementation Consideration:

This value may be set by management or a variable amount calculated by projecting future demand of an item based on the quantity of items depleted from inventory over a specified period of time.

## Data Item Safety Stock Quantity

### Description

A buffer stock of items held to meet future demand.

---

## Entity PLATE SUPPLIER

### Description

A company that produces plates for the Tennessee Department of Safety, Title and Registration Division.

Implementation Consideration:

An interface is proposed with TRICOR (plate supplier) to supply plate order information to them, and receive production and shipment information from them.

A Plate Supplier is considered a 'customer', however for modeling purposes Plate Supplier(s) are represented as a separate entity to clearly show the business rules associated with the entity.

### Attribute List

Name
Identifier
Name
Contact
Address Line 1
Address Line 2
City
State
Zip Code
Phone Number
Email

## Data Item Identifier



**Description**

An unique code that identifies a particular plate supplier.

Possible Values:

TRICOR

**Data Item Name****Description**

The name of the company providing plate production and shipping services to the Tennessee Department of Safety, Title and Registration Division.

**Data Item Contact****Description**

The name of the person designated as the contact for this plate supplier.

**Data Item Address Line 1****Description**

Information for the first line of the address.

Business Rule:

All addresses must be verified for correct format according to the most current USPS addressing standards.

**Data Item Address Line 2****Description**

Information for the second line of the address.

**Data Item City****Description**

The name of the city for the address.

**Data Item State****Description**

The abbreviated name of the state for the address.

Possible Values: See data model appendix B.

Implementation consideration: Permit default value to be 'TN'.

**Data Item Zip Code****Description**

The zip code for the address.

Implementation Consideration: Provide the ability to validate the zip code.

**Data Item Phone Number****Description**

The primary area code and phone number for this Plate Supplier.

**Data Item Email****Description**

The electronic mail address for the plate supplier.

**Entity PREVIOUS TITLE****Description**

A previous incidence of the titling of a vehicle outside the state of Tennessee.

Business Rule: Up to four previous incidences will be recorded.

Implementation Consideration:

This information is primarily supplied from the NMVTIS interface.

**Attribute List**

Name
Number
Issue Date
State
Type
Brand
Odometer Reading
Odometer Brand

**Data Item Number****Description**

The title number associated with the previous titling of a vehicle outside the state of Tennessee.

**Data Item Issue Date****Description**

The date that this title was issued.

**Data Item State****Description**

The name of the state associated with the previous titling of a vehicle outside the state of Tennessee.

**Data Item Type****Description**

Indicates the type of title issued to authenticate the ownership of a vehicle.

Business Rules:

A vehicle issued a Non-Repairable certificate from Tennessee or another state shall never again be titled or registered.

Transfer of ownership for Non-Repairable and Salvage vehicles is accomplished through assignment on back of the certificate.

Possible Values:

See data model appendix L – NMVTIS interface title type list (values for this appendix will be defined during the project's design phase).

**Data Item Brand****Description**

Identifies a special circumstance of a vehicle (i.e. 'Branding' the Title).

Possible Values:

See data model appendix M - NMVTIS interface title brand list.

---

## Data Item Odometer Reading

### Description

This is the reading in miles from the vehicle when this title was created.

## Data Item Odometer Brand

### Description

This is the brand of the odometer when this title was created.

Possible Values:

See data model appendix N - NMVTIS interface odometer brands.

---

## Entity REFUND

### Description

This entity represents a request from a customer to have money returned to them because fees/taxes for an activity were incorrectly calculated and paid.

Business Rules:

A refund cannot be requested if 6 months has passed since the activity the refund is based upon.

The Tennessee Department of Safety, Title and Registration Division must process and/or pay refund requests within 45 days.

Per TCA: 9-4-607 and Policy 2 - Recovery of Monies, Refunds, Disallowances, and Questioned Costs, 'instant' refunds are not permitted with the possible exception of issuing a credit to a customer's credit card (the customer must receive the credit on the same credit card originally used to pay for the service.) In addition, credit issued to credit cards require the appropriate paperwork and fiscal approval and adherence to approval limits based on the amount of the refund. In order for TRUST users to have the authority to issue 'instant' cash refunds, an exception to this policy must be obtained from the F&A Director of Accounts.

In the event, an exception to this policy is obtained, then an 'instant' refund must be for an activity that occurred on the same business day as the request for refund is made. A copy of a refund form must be completed and captured by TRUST. The activity related to this refund must be voided prior to the issuance of a refund.

### Attribute List

Name
Amount Requested
Justification
Comment

## Data Item Amount Requested

### Description

The monetary amount requested to be refunded.

## Data Item Justification

### Description

Describes why the refund was requested.

Possible Values:

Dealer Purchased Plate when Customer Already Had Plate

Dealer Renewed Twice

Lienholder Over payment

Over Payment

Incorrectly Charged

Activity Duplication

Other

## Data Item Comment

### Description

Free form text that further describes the refund and it's justification.

---

## Entity REFUND ACTION

### Description

This entity represents the recommendations and approvals that can occur for a refund.

### Attribute List

Name
Date
Time
Type
Action
Amount
Reason

## Data Item Date

### Description

The date the refund action was recorded.

## Data Item Time

### Description

The time the refund action was recorded.

## Data Item Type

### Description

Indicates who, whether a County Clerk staff member or a Tennessee Department of Safety, Title and Registration Division staff member, performed the action.

Possible Values:

County Clerk Staff

TDOS Staff

## Data Item Action

### Description

This describes what was performed by a Staff member, County Clerk, or TDOS Administrative Head upon the refund.

Business Rules:

Amounts refunded by the Tennessee Department of Safety, Title and Registration Division are approved according to the following thresholds:

Below \$1,000.00 - Tennessee Department of Safety, Title and Registration Division Director Designee.  
\$1,000.00 thru \$9,999.00 - Tennessee Department of Safety, Title and Registration Division Director.  
\$10,000 and above - Tennessee Department of Safety Commissioner.

Possible Values:

Recommended Refund Amount  
Approved Full Recommended Amount  
Approved Partial Recommended Amount  
Approved Refund  
Disapproved Refund

Implementation Consideration:

County Clerks may set up their own approval levels.

## **Data Item Amount**

### **Description**

This is the dollar amount either recommended or approved to be refunded to a customer.

## **Data Item Reason**

### **Description**

A narrative explaining the action taken on the Refund.

---

## **Entity REFUND CHECK**

### **Description**

This entity represents a check issued to or a credit card reversal transaction submitted for a customer to pay for the Refund that was requested.

### **Attribute List**

Name
Type
Date Paid
Number

## **Data Item Type**

### **Description**

This represents who (Tennessee Department of Safety or County Clerk) issued the Refund Check.

Possible Values:

Tennessee Department of Safety  
County Clerk - 1 of 95 Tennessee Counties (reference data model appendix A for a list of Tennessee Counties and County Codes).

## **Data Item Date Paid**

### **Description**

The date the Refund Check was sent to the Customer or a credit card transaction was submitted reversing the charge for the Customer.

## **Data Item Number**

### **Description**

This is the check number printed on the check that was sent to the Customer or the authorization number of the

credit card transaction reversing the charge for a Customer.

---

---

## Entity REFUNDED FEE TAX

### Description

This is a fee/tax that was charged by the Tennessee Department of Safety, Title and Registration Division or a County Clerk for performing the Activity requested and is now being refunded for this Activity.

### Business Rules:

Fee/tax(s) not remitted to the State of Tennessee Department of Safety, Title and Registration Division are refunded by County Clerks.

Fee/tax(s) remitted to or collected by the State of Tennessee Department of Safety, Title and Registration Division are refunded by the State of Tennessee Department of Safety, Title and Registration Division.

State and Local Sales Taxes are refunded to a customer by the State of Tennessee Department of Revenue (not the State of Tennessee Department of Safety or County Clerks).

### Attribute List

Name
Governmental Authority
Code
Amount

## Data Item Governmental Authority

### Description

The governmental entity that authorized the collection of the fee/tax.

### Possible Values:

State Code - See data model appendix B.

County Code - See data model appendix A.

Municipality Code - See data model appendix I (values for this appendix will be defined during the project's design phase)

## Data Item Code

### Description

The unique number assigned to identify this fee/tax.

## Data Item Amount

### Description

The actual amount charged for this fee/tax that is being refunded.

---

---

## Entity REGISTERED DECAL

### Description

The period of time a registration decal is valid for a registration.

### Attribute List

Name
Begin Date
End Date

**Data Item Begin Date****Description**

The begin date of the period of time that a registration decal is valid for a registration.

**Data Item End Date****Description**

The end date of the period of time that a registration decal was valid for a registration.

---

**Entity REGISTERED PLATE****Description**

This entity represents the period of time a plate is valid for a registration.

**Attribute List**

Name
Begin Date
End Date

**Data Item Begin Date****Description**

The begin date of the period of time that a plate is valid for a registration.

**Data Item End Date****Description**

The end date of the period of time that a plate was valid for a registration.

---

**Entity REGISTRATION****Description**

This entity establishes the identity of a vehicle and it's owner or operator. Valid registrations grant the privilege of using the vehicle upon the highways of the State.

**Business Rule:**

Most registrations are issued for 12 months from the date of issuance, with the date of expiration being the last day of the month. This is consistent for all registrations with the exception of permanent registrations.

Individuals are required to provide a driver license or social security number to register a vehicle. Businesses are required to provide their FEIN.

Renewals should not be printed for registrations where the ownership is marked 'undercover'.

Registrations are revoked for vehicles that are individually owned and the individual's driver license is in a revoked status.

Individually owned vehicles will not be registered if the registrant's (individual's) driver license is in a revoked status. If the vehicle is jointly owned or leased and at least 1 registrant has a valid driver license the vehicle can be registered.

---

**Implementation Consideration:**

Currently, renewals (information to produce a renewal notice) are pulled 60 days prior to the registration date so they can go through the proper processes (NCOA check, printing, stuffing, and mailing).

**Attribute List**

Name
Identifier
Type
Vehicle Classification
Period Begin Date
Period End Date
Usage
Estimated Vehicle Worth
Weight Class Choice
County Zone Indicator
Municipality Mileage Zone
Fleet Certificate Number
Fleet Primary Domicile County

**Data Item Identifier****Description**

This attribute is used to uniquely identify the registration.

**Data Item Type****Description**

Indicates the kind of Registration.

**Possible Values:**

Permanent  
Staggered  
Fixed Standard

**Data Item Vehicle Classification****Description**

Vehicles are classified into certain groups to determine registration fees.

**Possible Values:**

Motorcycle or Autocycle  
Passenger Motor Vehicles  
Trailers held for public rental not exceeding eight feet (8') in width and less than twenty feet (20') in length, exclusive of the tongue  
House Trailers not exceeding eight feet (8') in width and less than thirty-five feet (35') in length, exclusive of the tongue, and the use of which is limited to vacationing and camping purposes.  
Antique Vehicles  
Mobile Home or House Trailer not over eight feet (8') in width and not over thirty-five feet (35') in length  
Mobile Home or House Trailer not over eight feet (8') in width and not over fifty feet (50') in length  
Mobile Home or House Trailer not over eight feet (8') in width but over fifty feet (50') in length  
Mobile Home or House Trailer not over ten feet (10') in width and not over thirty-five feet (35') in length  
Mobile Home or House Trailer not over ten feet (10') in width and not over fifty feet (50') in length  
Mobile Home or House Trailer not over ten feet (10') in width and over fifty feet (50') in length  
Mobile Home or House Trailer over ten feet (10') in width and whatever width  
Private Buses (Not for Hire)



Motor Vehicles For Hire with not more than seven (7) seats for passengers  
Motor Vehicles For Hire with over seven (7) seats and not more than fifteen (15) seats for passengers  
Motor Vehicles For Hire with over fifteen (15) seats and not more than twenty-five (25) seats for passengers  
Motor Vehicles For Hire with over twenty-five (25) seats and not more than thirty-five (35) seats for passengers  
Motor Vehicles For Hire with over thirty-five (35) seats for passengers  
Freight Motor Vehicles with declared maximum gross weight, including vehicle and load, not in excess of nine thousand pounds (9,000 lbs.) Class 1  
Freight Motor Vehicles with declared maximum gross weight, including vehicle and load, not in excess of sixteen thousand pounds (16,000 lbs.) Class 2  
Freight Motor Vehicles with declared maximum gross weight, including vehicle and load, not in excess of twenty thousand pounds (20,000 lbs.) Class 3  
Freight Motor Vehicles with declared maximum gross weight, including vehicle and load, not in excess of twenty-six thousand pounds (26,000 lbs.) Class 4  
Freight Motor Vehicles with declared maximum gross weight, including vehicle and load, not in excess of thirty-two thousand pounds (32,000 lbs.) Class 5  
Freight Motor Vehicles with declared maximum gross weight, including vehicle and load, not in excess of thirty-eight thousand pounds (38,000 lbs.) Class 6  
Freight Motor Vehicles with declared maximum gross weight, including vehicle and load, not in excess of forty-four thousand pounds (44,000 lbs.) Class 7  
Freight Motor Vehicles with declared maximum gross weight, including vehicle and load, not in excess of fifty-six thousand pounds (56,000 lbs.) Class 8  
Freight Motor Vehicles with declared maximum gross weight, including vehicle and load, not in excess of sixty-six thousand pounds (66,000 lbs.) Class 9  
Freight Motor Vehicles with declared maximum gross weight, including vehicle and load, not in excess of seventy-four thousand pounds (74,000 lbs.) Class 10  
Freight Motor Vehicles with declared maximum gross weight, including vehicle and load, not in excess of eighty thousand pounds (80,000 lbs.) Class 11  
Freight Motor Vehicles - Fixed Load - Class 12

## **Data Item Period Begin Date**

### **Description**

This is the begin date of the registration period.

## **Data Item Period End Date**

### **Description**

This is the end date of the registration period.

### **Business Rule:**

After 91 or more days from the expiration date, staggered registrations are renewed by completing an Application for Certificate of Title and Registration. The renewal date is then re-calculated to be twelve months from the new date of issuance. If applicable, an affidavit of non-operation should be attached.

## **Data Item Usage**

### **Description**

Indicates the primary use of the vehicle for the registration period.

### **Possible Values:**

Government

Private:

Regular

Commercial

Antique

Freight Motor Vehicle:

Private Carriers and Public Household Good Carriers

Public Carriers  
Combined Farm and Limited Private Trucks  
Miscellaneous Classes (Well Drillers)  
Freight Trailers, Semi Trailers, and Pole Trailers  
Municipality + 15 air mile radius Zone - Maximum Gross Weight (MGW)  $\leq$  74,000 lbs.  
Municipality + 15 air mile radius Zone - MGW  $>$  74,000 lbs. and  $\leq$  80,000 lbs.  
Municipality + 15 air mile radius Zone - Ready Mix Concrete Trucks.  
Municipality + 15 air mile radius Zone - For Hire Vehicles transporting Passengers  
County Zone - Maximum Gross Weight (MGW)  $\leq$  74,000 lbs.  
County Zone - Maximum Gross Weight  $>$  74,000 lbs. and  $\leq$  80,000 lbs.  
County Zone - Ready Mix Concrete Trucks.

## **Data Item Estimated Vehicle Worth**

### **Description**

This is the estimated value (worth) of the vehicle at the time of registration determined from the NADA Blue Book (or equivalent) or Cars of Particular Interest book.

## **Data Item Weight Class Choice**

### **Description**

This is the weight class chosen by the owner to operate the vehicle during this registration period.

Possible Values:

See data model appendix H.

Business Rule:

Commercial usage vehicles may be operated at a lower weight class than they are capable of at the choosing of the owner.

## **Data Item County Zone Indicator**

### **Description**

Indicates that this registration is valid for a single or multi county zone.

Business Rule:

Only freight vehicles under special conditions that fall into one of the following commercial sub-usage categories qualify for zone registrations:

Maximum Gross Weight  $\leq$  74,000 pounds  
Maximum Gross Weight  $>$  74,000 pounds and  $\leq$  80,000 pounds  
Ready Mix Concrete Trucks.

If single or multi county zone is indicated, the specific county or counties must be specified. See Zone County.

Possible Values:

No County Zone  
Single  
Multi

Implementation Consideration:

Permit the default to be 'No County Zone'.

## **Data Item Municipality Mileage Zone**

### **Description**

Indicates if the registration is valid for the operation of the vehicle in a specified municipality and a 15 mileage radius zone.

**Business Rule:**

Commercial motor vehicles operating for hire who transport passengers and certain freight vehicles under special conditions that fall into one of the following categories qualify for municipality mileage zone registrations:

Maximum Gross Weight <= 74,000 pounds  
Maximum Gross Weight > 74,000 pounds and <= 80,000 pounds  
Ready Mix Concrete Trucks

**Possible Values:**

No Municipality Mileage Zone

See data model appendix I for a listing of municipalities (values for this appendix will be defined during the project's design phase)

**Implementation Consideration:**

Permit the default to be 'No Municipality Mileage Zone'.

## **Data Item Fleet Certificate Number**

### **Description**

This is the certificate number that is printed on the Fleet Cab Card that is produced for a vehicle participating in a fleet registration. The Fleet Cab Card is proof of registration and must be carried in the vehicle.

**Business Rule:**

This attribute is only for vehicles owned by a business that is approved and designated as a fleet.

## **Data Item Fleet Primary Domicile County**

### **Description**

This is the county that a fleet vehicle is primarily operated from and registered in.

**Business Rule:**

This attribute is only for vehicles owned by a business that is approved and designated as a fleet.

**Possible Values:**

1 of 95 Tennessee Counties (see data model appendix A for a list of Tennessee Counties and County Codes).

---

## **Entity REGISTRATION STATUS**

### **Description**

Represents the state, in its lifecycle, the registration is in.

### **Attribute List**

Name
Date
Time
Type
Reason

**Data Item Date****Description**

The date the status was recorded.

**Data Item Time****Description**

The time the status was recorded.

**Data Item Type****Description**

Indicates the state a registration is in.

Possible Values:

Valid  
Revoked  
Expired  
Invalid

Business Rules:

When a registration is revoked, the plate is revoked also.

The registration of a vehicle will be revoked if the owner's driver license is revoked. If the vehicle is jointly owned and at least 1 owner has a valid driver license, then the registration will not be revoked.

The registration of a vehicle will be revoked when a bad check is received for payment of the registration and all attempts to collect the payment over a period of time have failed.

**Data Item Reason****Description**

Indicates the reason why the status changed.

Possible Values:

Revoked - Driver License Revoked  
Revoked - Bad Check  
Revoked - Issued in Error  
Expired - Registration Period Ended  
Expired - Reassignment to Another Vehicle  
Invalid - Change in Ownership

---

**Entity REMITTANCE****Description**

This entity represents the fees collected by a County Clerk for titling and registration services that are due and sent to the Tennessee Department of Safety, Title and Registration Division.

Business Rule:

Only state fees are remitted by County Clerks to the Tennessee Department of Safety, Title and Registration Division.

**Attribute List**

Name
Date Sent
Amount
Date Received
Postmark Date

**Data Item Date Sent****Description**

This is the date that the County Clerk sent the Remittance to the Tennessee Department of Safety, Title and Registration Division.

Business Rules:

A remittance shall be deemed delinquent under the following constraints:

5 days for counties not issuing titles

10 days for counties issuing titles

10th day of the following month for registration renewals

**Data Item Amount****Description**

The total dollar amount of all fees in this Remittance.

**Data Item Date Received****Description**

The date the Tennessee Department of Safety, Title and Registration Division received the remittance from the County Clerk.

**Data Item Postmark Date****Description**

The date the United States Postal Service marked the envelope as being received by them.

Business Rules:

A remittance shall be deemed delinquent under the following constraints:

5 days for counties not issuing titles

10 days for counties issuing titles

10th day of the following month for registration renewals

Currently, the postmark date on the envelope the remittance was sent in with is used to determine delinquencies.

---

---

**Entity REMITTANCE WAIVER****Description**

This entity represents a request from a County Clerk to waive to a new date the due dates of certain fees that are due or due soon.

**Attribute List**

Name
Request Date
Amount
Action Date
Action Code
Approver
Remit By Date

**Data Item Request Date****Description**

The date the remittance waiver was requested for this activity fee and associated activity.

**Data Item Amount****Description**

The total dollar amount of all fees being requested to waive at the current time.

**Data Item Action Date****Description**

The date that this remittance waiver was approved or disapproved.

**Data Item Action Code****Description**

Indicates whether the remittance waiver was approved or disapproved.

Possible Values:

Approved

Not Approved.

**Data Item Approver****Description**

The Tennessee Department of Safety Commissioner or their designee who made the decision about the remittance waiver.

**Data Item Remit By Date****Description**

The date that this remittance waiver becomes invalid and a remittance should be made for this application.

---

**Entity SHIPMENT****Description**

This entity represents the fulfilling of order and its shipment.

Implementation Consideration:

An interface is proposed with TRICOR (plate supplier) to supply plate order information to them, and receive plate production and shipment information from them.

**Attribute List**

Name
Identifier
Ship Date
Estimated Arrival Date

**Data Item Identifier****Data Item Ship Date****Description**

This is the date that the shipment actually took place.

**Data Item Estimated Arrival Date****Description**

The date that the office or plate supplier fulfilling the order expects the office placing the order to receive the order.

Alias:

Promise to Date.

---

**Entity SHIPMENT STATUS****Description**

Represents the state, in its lifecycle, the Shipment is in.

**Attribute List**

Name
Date
Time
Type
Receiving Office

**Data Item Date****Description**

The date the status was recorded.

**Data Item Time****Description**

The time the status was recorded.

**Data Item Type****Description**

Indicates the status that the Shipment is in.

Possible Values:

Order Shipped

Lost During Transit

Order Shipment Received

Order Shipment Received at Wrong Office

Order Reshipped

Order Shipment Accepted

**Data Item Receiving Office****Description**

This is the office that received an incorrectly shipped order.

---

## Entity SPECIAL PLATE INITIATION

### Description

This entity represents an organization that has met the requirements to establish a special plate for registration purposes in the State of Tennessee.

#### Business Rules:

Specialty plate type special plate initiations require a list of 500 registrants along with 25 dollars for each registrant. Cultural plate type special plate initiations require a list of 100 registrants along with 25 dollars for each registrant.

Registrants may be added to and deleted from eligibility lists during the first year of existence.

A special plate initially produced for an individual, will be shipped to the county clerk of the individual's county of residence. If the special plate is not issued (registered) to the individual within a year, it can be issued to someone else.

An Organization is considered a 'customer', however for modeling purposes Organizations are represented as a separate entity to clearly show the business rules associated with the entity.

### Attribute List

Name
Organization
Organization Contact
Phone Number
Address Line 1
Address Line 2
City
State
Zip Code

## Data Item Organization

### Description

This is the name of the organization that initiated the special plate.

## Data Item Organization Contact

### Description

This is the name of the person representing the organization that should be contacted about the special plate.

## Data Item Phone Number

### Description

The primary area code and phone number for this Organization Contact.

## Data Item Address Line 1

### Description

Information for the first line of the address.

#### Business Rule:

All addresses must be verified for correct format according to the most current USPS addressing standards.

## Data Item Address Line 2

### Description

Information for the second line of the address.

## Data Item City



**Description**

The name of the city for the address.

**Data Item State****Description**

The abbreviated name of the state for the address.

Possible Values: See data model appendix B.

Implementation consideration: Permit default value to be 'TN'.

**Data Item Zip Code****Description**

The zip code for the address.

Implementation Consideration: Provide the ability to validate the zip code.

---

**Entity SPECIFICATION****Description**

This entity represents the specifications that are used to produce a plate for this class and issue year. The following type information would be included within the specification:

Location and Size of Indentions on the plate  
Sheeting Color  
Lettering Color  
Lettering Size and Style  
Location and Size of Artwork  
Number of Colors  
etc.

**Attribute List**

Name
Identifier
Text

**Data Item Identifier****Description**

An unique identifier for the specification of a plate.

**Data Item Text****Description**

Free form text providing the specifications for the manufacture of a plate.

---

**Entity STAFF****Description**

Personnel employed by The State of Tennessee Department of Safety or a County Clerk's office to perform duties related to titling and registration of motor vehicles.

**Attribute List**

Name
User Identifier
First Name
Middle Name
Last Name
Suffix Name
Email Address

**Data Item User Identifier****Description**

A unique identifier assigned to the staff person.

Business Rule: The State of Tennessee issues RACF ID(s) to uniquely identify staff with access to computerized systems.

**Data Item First Name****Description**

The first name of the staff person.

**Data Item Middle Name****Description**

The middle name of the staff person.

**Data Item Last Name****Description**

The last name of the staff person.

**Data Item Suffix Name****Description**

The suffix appended to the full name of the Staff person.

Possible Values:

Jr.  
Sr.  
II  
III  
IV  
V

**Data Item Email Address****Description**

The electronic mail address for this staff person.

---

**Entity STAFF ASSIGNMENT****Description**

This entity represents the assignment of a Staff member to work an Activity.

**Attribute List**

Name
Assignment Date
Assignment Time
Reason
Acknowledgment Date
Priority
Completion Date

**Data Item Assignment Date****Description**

The date the Staff member was assigned to work an Activity.

**Data Item Assignment Time****Description**

The time the Staff member was assigned to work an Activity.

**Data Item Reason****Description**

Indicates the reason the application was assigned to staff.

Possible Values:

Normal Processing  
Missing Documentation  
All Fees Not Collected  
Supervisor Review  
Error Correction

**Data Item Acknowledgment Date****Description**

The date the Staff member acknowledged the receipt of the Staff Assignment.

**Data Item Priority****Description**

A code indicating to the Staff member the level of priority in working this Activity as compared with other Activities assigned to the Staff member.

Possible Values:

High  
Medium  
Low

**Data Item Completion Date****Description**

The date the Staff Assignment is completed.

---

**Entity STOCK ITEM MASTER****Description**

This entity represents all of the Controlled and Non Controlled Stock items that are used by and inventoried by offices doing the business of Title and Registration.

**Attribute List**

Name
Item Number
Item Description
Available Issue Date
Obsolete Date
Establisher

**Data Item Item Number****Description**

The number assigned to uniquely identify the stock item.

**Data Item Item Description****Description**

Free form text that describes the stock item.

**Data Item Available Issue Date****Description**

The date that items represented by this stock master become available for issuing.

**Data Item Obsolete Date****Description**

The date that items represented by this stock item master become obsolete (can not be issued).

**Data Item Establisher****Description**

Indicates who established this stock item master.

Possible Values:

Tennessee Department of Safety

County Clerk - 1 of 95 Tennessee Counties (see data model appendix A for a list of Tennessee Counties and County Codes).

---

**Entity SUPPLIER ORDER****Description**

This entity represents a request from the Tennessee Department of Safety to the Plate Supplier (TRICOR) to produce or ship plates.

Implementation Consideration:

An interface is proposed with TRICOR (plate supplier) to supply plate order information to them, and receive plate production and shipment information from them. The information recorded in this entity is not all the information that must be passed to TRICOR (plate supplier).

**Attribute List**

Name
Identifier
Date
Type

**Data Item Identifier**

**Description**

This is an identifier of a supplier order that, along with the plate supplier fulfilling the supplier order, uniquely identifies the supplier order.

**Data Item Date****Description**

This is the date that the supplier order was made and sent to the plate supplier.

**Data Item Type****Description**

Indicates the kind of supplier order being placed.

Possible Values:

Blanket (No Production)

Production

Ship

---

**Entity SUPPLIER ORDER LINE****Description**

This entity represents the particular plate class and issue year being ordered from the plate supplier.

**Attribute List**

Name
Number
Class Code
Issue Year
Quantity
Format
Begin Number
End Number

**Data Item Number****Description**

This is the identifier for the Supplier Order Line.

**Data Item Class Code****Description**

This is the unique identifier that designates a particular type of plate.

Possible Values:

Reference data model appendix T - Plate Classes.

Implementation Consideration:

Class Code and Issue Year are the high level identifiers of a plate.

**Data Item Issue Year****Description**

This is the year of the new metal issuance for a particular design of a plate class.

**Implementation Consideration:**

Class and Issue Year are the high level identifiers of a plate.

**Data Item Quantity****Description**

The number of plates for this Supplier Order Line being ordered.

**Data Item Format****Description**

This is the plate number configuration (format) type.

**Data Item Begin Number****Description**

This is the first plate number wanted when a range of plates are being ordered or the plate number wanted when one plate is being ordered.

**Data Item End Number****Description**

This is the last plate number wanted when a range of plates are being ordered.

---

**Entity SUPPLIER ORDER STATUS****Description**

Represents the state, in its lifecycle, the Supplier Order is in.

**Attribute List**

Name
Date
Time
Type

**Data Item Date****Description**

The date the status was noted.

**Data Item Time****Description**

The time the status was noted.

**Data Item Type****Description**

Indicates the status that the supplier order is in.

**Possible Values:**

Supplier Order Sent

Supplier Order Received (at TRICOR)

Production Started

Production Complete

Supplier Order Shipped - This is derived from Shipment Status.

Supplier Order Canceled.

**Entity SUPPORTING DOCUMENT****Description**

A document or correspondence related to titling and registration services conducted by the Tennessee Department of Safety, Title and Registration Division.

**Attribute List**

Name
Identifier
Type
Image

**Data Item Identifier****Description**

A unique identifier assigned to the supporting document.

**Data Item Type****Description**

Indicates the kind of supporting document (i.e. Doctors Statement, Form, Power of Attorney, etc.).

Business Rule:

A MCO/MSO document is required to title a new vehicle that has never been titled before.

Possible Values:

See data model appendix G.

**Data Item Image****Description**

A digital representation of the supporting document.

---

**Entity SURETY****Description**

An individual that is assuring the amount of the Surety Bond.

Implementation Consideration:

A Surety is considered a 'customer', however for modeling purposes Sureties are represented as a separate entity to clearly show the business rules associated with the entity.

**Attribute List**

Name
Number
First Name
Middle Name
Last Name
Suffix
Address Line 1
Address Line 2
City
State
Zip Code
Phone Number

**Data Item Number****Description**

A number that uniquely identifies the Surety for the Surety Bond. There will always be two (2) Sureties for a personal Surety Bond.

Values:

- 1
- 2.

**Data Item First Name****Description**

The first name of a person acting as a surety for a personal bond.

**Data Item Middle Name****Description**

The middle name of a person acting as a surety for a personal bond.

**Data Item Last Name****Description**

The last name of a person acting as a surety for a personal bond.

**Data Item Suffix****Description**

The suffix appended to the full name of the Surety.

Possible Values:

- Jr.
- Sr.
- II
- III
- IV
- V

**Data Item Address Line 1****Description**

Information for the first line of the address

Business Rule:

All addresses must be verified for correct format according to the most current USPS addressing standards.



---

**Data Item Address Line 2****Description**

Information for the second line of the address.

**Data Item City****Description**

The name of the city for the address.

**Data Item State****Description**

The abbreviated name of the state for the address.

Possible Values: See data model appendix B.

**Data Item Zip Code****Description**

The zip code for the address.

Implementation Consideration: Provide the ability to validate the zip code.

**Data Item Phone Number****Description**

The primary area code and phone number for this Surety.

---

**Entity SURETY BOND****Description**

Irrevocable bond executed by a corporate surety company licensed to do business as such in this state, or a personal bond with two solvent personal sureties required as a condition to issue a title when the owner cannot establish a proper chain of ownership or to guarantee that there are no undisclosed security interests in a vehicle.

**Attribute List**

Name
VIN
Number
Type
Issue Date
Signature Date
Value
Amount

**Data Item VIN****Description**

A Vehicle Identification Number is a character code that is assigned to selected types of vehicles.

Business Rule: Vehicles of 1981 and newer year models will have seventeen (17) digits, except for some mobile homes and trailers.

Length: 25

**Data Item Number****Description**

An unique identifier of the Surety Bond.

**Data Item Type****Description**

Indicates the kind of issuer of the surety bond.

Possible Values:

Corporate

Individual.

**Data Item Issue Date****Description**

The date the bond was executed and sent to the principal.

**Data Item Signature Date****Description**

The date the bond was signed by the Director of Title and Registration division of the Tennessee Department of Safety.

**Data Item Value****Description**

The value (worth) of the vehicle as determined by the Tennessee Department of Safety.

**Data Item Amount****Description**

The face value of the bond. It is established at 1.5 times the value of the vehicle as determined by the Tennessee Department of Safety.

---

**Entity SURETY BOND STATUS****Description**

Describes the state in its lifecycle that the Surety Bond is in.

**Attribute List**

Name
Date
Time
Type

**Data Item Date****Description**

The date the status was recorded.

**Data Item Time****Description**

The time the status was recorded.

**Data Item Type****Description**

Indicates the state the Surety Bond is in.

Possible Values:

Bond Prepared

Bond Sent to Principal

Executed Bond Received at County Clerk  
Bond Sent to Title and Registration Division  
Bond Established  
Bond Disposed

---

## Entity TDOS ADMINISTRATIVE HEAD

### Description

A Tennessee Department of Safety management person that is in charge of an office (section) that is responsible for performing TRUST system functions.

### Attribute List

Name
Identifier
Title
First Name
Middle Name
Last Name
Prefix Name
Suffix Name

## Data Item Identifier

### Description

A unique identifier assigned to the Tennessee Department of Safety Administrative Head person.

Business Rule: The State of Tennessee issues RACF id's to uniquely identify staff with access to computerized systems.

## Data Item Title

### Description

The Tennessee Department of Safety position title held by this person (examples: Title and Registration Director, Warehouse Manager, Anti-Theft Unit Manager).

## Data Item First Name

### Description

The first name of the Tennessee Department of Safety, Title and Registration Division administrative head.

## Data Item Middle Name

### Description

The middle name of the Tennessee Department of Safety, Title and Registration Division administrative head.

## Data Item Last Name

### Description

The last name of the Tennessee Department of Safety, Title and Registration Division administrative head.

## Data Item Prefix Name

### Description

The prefix to the full name of the Tennessee Department of Safety, Title and Registration Division administrative head.

Possible Values:

Mr.  
Mrs.

Miss  
Ms.  
Dr.

## Data Item Suffix Name

### Description

The suffix appended to the full name of the Tennessee Department of Safety, Title and Registration Division administrative head.

Possible Values:

Jr.  
Sr.  
II  
III  
IV  
V

---

## Entity TITLE

### Description

A document issued by the State of Tennessee to authenticate the ownership of a vehicle.

Business Rules:

A MCO/MSO document is required to title a new vehicle that has never been titled before.

Before a title will be issued for a vehicle that has been previously titled, the current existing title must be surrendered or invalidated.

A Surety Bond must be executed before a title will be issued when the owner cannot establish a proper chain of ownership or guarantee that there are no undisclosed security interests in a vehicle,

### Attribute List

Name
Number
Type
Sub Type
Title Issue Date
Brand
Number of Dups Issued
Remarks
Control Number
Image

## Data Item Number

### Description

Uniquely identifies the document authenticating the ownership of a vehicle.

Implementation Suggestion:

The Tennessee Department of Safety is presently considering having a composite key for 'Certificate of Title(s)' and unique numbers for 'Salvage' and 'Rebuilt' certificates. The composite key for 'Certificate of Title(s)' if adopted will

contain the following attributes:

Who Completed Title Work - The County Clerk or TDOS Administrative Head identifier.

Date Stamp

Sequence Number

Check Digit.

## **Data Item Type**

### **Description**

Indicates the type of title issued to authenticate the ownership of a vehicle.

Possible Values:

Original

Rebuilt

Salvage

Non-Repairable - A Non-Repairable vehicle meets one or more of the following conditions: It is incapable of safe operation on roads and highways, it is a parts or scrap vehicle, or it is a salt water damaged vehicle.

Business Rules:

When a vehicle is deemed Salvage or Non-Repairable it must be 'branded' as such.

A vehicle issued a Non-Repairable certificate from Tennessee or any other state shall never again be titled or registered.

Transfer of ownership for Non-Repairable and Salvage vehicles is accomplished through assignment on back of the certificate.

## **Data Item Sub Type**

### **Description**

Indicates the sub type of a type of title issued to authenticate the ownership of a vehicle.

Possible Values:

Corrected - A title where information on the previous title is corrected because it was captured erroneously.

Duplicate

Implementation Consideration:

'Corrected' or 'Duplicate' will be printed on the title certificate.

## **Data Item Title Issue Date**

### **Description**

The date the title was issued to authenticate the ownership of a vehicle.

## **Data Item Brand**

### **Description**

Identifies a special circumstance of a vehicle (i.e. 'Branding' the Title).

Business Rule:

A title will always carry the lowest level (worst) brand applicable.

Possible Values:

New

Demonstrator - A franchised dealer may title a vehicle as Demonstrator only if it has not been previously titled and it has incurred mileage due to its use as a demonstration vehicle.

Used - Vehicles carry this brand when either sold by a used car dealer or they are titled after an initial title has been issued. A brand new vehicle not sold by a franchised dealer for that vehicle make, will be branded as 'used'.

Rebuilt Vehicle Anti-Theft Inspection Passed

Flood Vehicle

Specially Constructed Vehicle

## **Data Item Number of Dups Issued**

### **Description**

The number of duplicate certificates of title that have been issued while the current title remains active.

## **Data Item Remarks**

### **Description**

Free form text to allow the Tennessee Department of Safety, Title and Registration Division to record additional 'branding' information to be printed on a title.

## **Data Item Control Number**

### **Description**

This is the pre-printed number on the title paper stock.

Implementation Consideration:

Titles that are produced for participants in the Electronic Lien and Titling system will not be printed on title paper stock and therefore will not have a control number.

## **Data Item Image**

### **Description**

This is the digitized representation (copy) of the printed title.

---

## **Entity TITLE STATUS**

### **Description**

Indicates the state, in its lifecycle, that the title is in.

Business Rule:

An active title, if exists, must be surrendered before a Lien can be placed upon the ownership of a vehicle.

### **Attribute List**

Name
Date
Type
Surrender Date
Surrender State
Surrender Remark

## **Data Item Date**

### **Description**

The date the status was recorded.

## **Data Item Type**

### **Description**

Represents the state, in its life cycle, the title is in.

**Possible Values:**

Active  
Active (certificate[paper] destroyed)  
Revoked  
Surrendered  
Destroyed  
Invalid

**Business Rule:**

The status of 'revoked' is used when the customer erroneously received a title (example: When the customer received the title, however, a lien was not noted that should have been, where extra title produced in error, etc.).

The status of 'invalid' is used when new ownership is established for the vehicle and the previous title (this title) can not be produced.

**Data Item Surrender Date****Description**

This is the date that a Tennessee title was surrendered to another state.

**Data Item Surrender State****Description**

This is the state that the Tennessee title was surrendered to.

**Possible Values:**

See data model appendix B.

**Data Item Surrender Remark****Description**

This is a 'branding' type describing the vehicle that the outside state assigned to the vehicle when the Tennessee title was surrendered to them.

---

**Entity VEHICLE****Description**

Any device in, upon, or by which any person or property is or may be transported or drawn upon a highway, excepting devices moved by human power or used exclusively upon stationary rails or tracks.

Also, all mechanically powered vessels (including documented vessels) and all sailboats. Mechanical propulsion includes electric trolling motors but does not include boats powered only by oars or paddles.

**Attribute List**

Name
Identifier
Vehicle Type
VIN
VIN Suffix
Units
HIN

**Data Item Identifier****Description**

A unique identifier assigned to the vehicle.

## **Data Item Vehicle Type**

### **Description**

Indicates the type of vehicle.

Possible Values:

Passenger Motor Vehicle

Bus

Camper Trailer

Utility (Flat Bed) Trailer

Mobile Home/House Trailer

Livestock/Horse Trailer

Motorcycle

Recreation/Motor Home

Freight/Semi Trailer

Truck/Tractor

Utility (Box/Cargo) Trailer

Low Speed Vehicle (A vehicle with a maximum designed speed of less than or equal to 30 miles per hour)

All Terrain Vehicle (ATV)

Fixed Load

Boat

Business Rule:

Mobile Homes / House Trailers may be more than one unit (i.e. double wide, triple wide). If a MSO is received for each unit, then the TRUST system handles the units as separate vehicles. If one MSO is received for all units, then the TRUST system handles the units as one vehicle.

## **Data Item VIN**

### **Description**

A Vehicle Identification Number is a character code that is assigned to selected types of vehicles.

Business Rule: Vehicles of 1981 and newer year models will have seventeen (17) digits, except for some mobile homes and trailers.

Length: 25

Implementation consideration: Provide the ability to validate VIN and populate Vehicle attribute data (make, model, year, etc.) using a software package such as VINA. Trailers, 1980 and older motor vehicles, Mobile Homes, Motorcycles, Boats, and Heavy Trucks need the ability to be excepted from this. See data model appendix D.

Provide the capability to generate Tennessee VIN numbers that consist of 'TNVIN', Case identifier, and 4 digit validation number for Rebuilt and Special Constructed Vehicles.

## **Data Item VIN Suffix**

### **Description**

This attribute captures the suffix letter appended to the VIN of a multi-unit Mobile Home/House Trailer unit.

Business Rule:

Mobile Homes / House Trailers may be more than one unit (i.e. double wide, triple wide). If a MSO/MCO or title is received for each unit, then the TRUST system handles the units as separate vehicles. If one MSO/MCO or title is received for all units, then the TRUST system handles the units as one vehicle.

Possible Values:



A  
B  
C  
D  
etc.

## **Data Item Units**

### **Description**

This entity represents the number of extra units of a multi-unit Mobile Home/House Trailer documented by one MSO/MCO or title.

Business Rule:

Mobile Homes / House Trailers may be more than one unit (i.e. double wide, triple wide). If a MSO/MCO or title is received for each unit, then the TRUST system handles the units as separate vehicles. If one MSO/MCO or title is received for all units, then the TRUST system handles the units as one vehicle.

Possible Values:

1  
2  
3  
4  
etc.

## **Data Item HIN**

### **Description**

A Hull Identification Number is a character code that is assigned to uniquely identify selected types of watercraft.

Implementation consideration: Provide the ability to validate HIN and populate Vehicle attribute data (length, width, propulsion, hull material, etc.) using a software package similar to VINA except for boats.

---

## **Entity VEHICLE DETAIL**

### **Description**

This is the descriptive information about a vehicle for a period of time.

Implementation Consideration: Attribute data in this entity may be populated by a VIN software package such as VINA.

**Attribute List**

Name
Effective Date
Override Indicator
Make
Model
Model Year
Color Upper Body
Color Lower Body
Body Type
Unladed Weight
Gross Vehicle Weight
Axles
Length
Width
Vessel Registration Number
Propulsion
Engine Number
Hull Material
Seats
Fuel Type
Company Number
Show Car Indicator
USDOT Number

**Data Item Effective Date****Description**

The date that the vehicle detail information was changed and recorded.

**Data Item Override Indicator****Description**

Indicates whether or not the information obtained by using the VIN and VINA or some equivalent software was changed (over ridden) by the staff member.

Possible Values:

Yes

No

**Data Item Make****Description**

Indicates the manufacturer of a vehicle, i.e. Ford, Chevrolet.

Possible Values: See data model appendix D (values for this appendix will be defined during the project's design phase).

Implementation Consideration: Provide the ability to derive (with user override) the make of the vehicle based on VIN, i.e. VINA software.

**Data Item Model****Description**

Indicates the style of the vehicle as defined by the manufacturer, i.e. Cadillac Coupe DeVille.

Possible Value: See data model appendix D (values for this appendix will be defined during the project's design phase).

Implementation Consideration: Provide the ability to derive (with user override) the make of the vehicle based on VIN, i.e. VINA software.

## **Data Item Model Year**

### **Description**

Indicates the model year as designated by the manufacturer.

Possible Value: See data model appendix D (values for this appendix will be defined during the project's design phase).

Implementation Consideration: Provide the ability to derive (with user override) the make of the vehicle based on VIN, i.e. VINA software.

## **Data Item Color Upper Body**

### **Description**

Indicates the color of the upper body portion of the vehicle or the entire vehicle if not dually colored.

Possible Values: See data model appendix F for NCIC Approved Color Codes.

## **Data Item Color Lower Body**

### **Description**

Indicates the color of the lower body portion of the vehicle.

Possible Values: See data model appendix F for NCIC Approved Color Codes.

## **Data Item Body Type**

### **Description**

Indicates the universal body design associated with a vehicle, i.e. convertible, station wagon.

Possible Values: See data model appendix D (values for this appendix will be defined during the project's design phase).

## **Data Item Unladen Weight**

### **Description**

The unloaded weight for a vehicle.

## **Data Item Gross Vehicle Weight**

### **Description**

The maximum recommended total weight of a vehicle and its load.

## **Data Item Axles**

### **Description**

The number of axles for a vehicle.

Business Rule: Only required for a vehicle that has more than 2 axles.

## **Data Item Length**

### **Description**

The length of the vehicle.

Business Rule: Only required if the Vehicle Type is Mobile Home/House Trailer.

## **Data Item Width**

### **Description**

The width of the vehicle.

Business Rule: Only required if the Vehicle Type is Mobile Home/House Trailer. For multi-unit Mobile Home/House Trailers that have only one MSO/MCO, this will be the width for all the units put together.

## **Data Item Vessel Registration Number**

**Description**

The certificate number assigned to a vessel by the Tennessee Wildlife Resources Agency when it is registered. This number must be permanently displayed upon the vessel.

Business Rule:

Required for boats only.

**Data Item Propulsion****Description**

Indicates the type of engine on a boat.

Possible Values:

Inboard

Outboard

Business Rule:

Required for boats only.

**Data Item Engine Number****Description**

The manufacturers Identification number identifying the engine. This number is stamped upon the engine.

Business Rule:

Required for boats only.

**Data Item Hull Material****Description**

Indicates the kind of material the hull of a vessel is made of.

Possible Values:

Fiberglass

Wood

Aluminum

Composite

etc.

Business Rule:

Required for boats only.

**Data Item Seats****Description**

The number of passenger seats in a vehicle.

Business Rule: Only applies to Buses or vehicles for 'hire'.

**Data Item Fuel Type****Description**

Indicates what type of fuel that a vehicle runs on.

Possible Values:

Gas

Diesel  
Electric  
Propane  
Kerosene  
Gasohol  
Solar  
Other

### **Data Item Company Number**

#### **Description**

This is an identifier assigned to a vehicle by a Business owner for the Business's purposes.

### **Data Item Show Car Indicator**

#### **Description**

Indicates whether the vehicle is qualified as a 'Show Car' or not.

Business Rule:

Show Cars are not registered.

Possible Values:

Show Car  
Null (Not A Show Car).

### **Data Item USDOT Number**

#### **Description**

This is the United States Department of Transportation number assigned to interstate carrier vehicles.

---

## **Entity VEHICLE STOP**

### **Description**

A record of a vehicle being reported as abandoned, stolen, or a person associated with a vehicle as wanted or missing.

Business Rule:

The status of a vehicle may affect the titling and registration activities that can take place on a vehicle.

### **Attribute List**

Name
Record Date
Type
Method Received
Reported By
NCIC Number
Description
Disposition
Disposition Date
Action to Take

### **Data Item Record Date**

#### **Description**

The date the vehicle stop was recorded.

## **Data Item Type**

### **Description**

Indicates a stop (status) reported for a vehicle.

Possible Values:

Administrative

Abandoned/Unclaimed

Stolen (NCIC/TIES)

Wanted Person (NCIC stop by VIN)

Missing Person (NCIC stop by VIN)

## **Data Item Method Received**

### **Description**

Indicates how the stop (status) of a vehicle was received. A vehicle stop (status) may be received via an interface with another computer system (i.e. TIES (NCIC), NCIC, TIES (NCIB), etc.) or a business (towing company, law enforcement agency, garage).

Possible Values:

NCIC

TIES (NCIC)

TIES (NCIB)

NMVTIS

Business

Other.

## **Data Item Reported By**

### **Description**

A unique identifier received from TIES for the Police Authority, etc. that reported the stop (status) of the vehicle. A unique identifier from TRUST for the Business (towing company, garage, etc.) that reported the stop (status) of the vehicle.

Alias:

ORI

Implementation Consideration:

This may be a business known by the Tennessee Department of Safety, Title and Registration Division.

## **Data Item NCIC Number**

### **Description**

The number assigned by the NCIC to track transactions in their system that are reported to the Tennessee Department of Safety Title and Registration Division.

## **Data Item Description**

### **Description**

Free form text describing the vehicle stop. Administrative vehicle stops will use the description to identify the source and reason for the vehicle stop.

## **Data Item Disposition**

### **Description**

Indicates the vehicle stop was resolved and is no longer valid. Whoever reports the vehicle stop is the one who provides the resolution.

Possible Values:

Cleared (via interface)  
Cleared (via paperwork)

### **Data Item Disposition Date**

#### **Description**

The date the vehicle stop was resolved.

### **Data Item Action to Take**

#### **Description**

Indicates the action the originating agency or the Tennessee Department of Safety, Title and Registration Division wants to take when titling and/or registration services is requested for this VIN (vehicle).

Possible Values:

Notify and Allow Processing  
Notify and Disallow Processing

---

## **Entity WATCH FOR VIN**

### **Description**

A vehicle's VIN, that is not known to TRUST, that has been identified by the Criminal Investigation or Title and Registration Divisions of the Tennessee Department of Safety, or other law enforcement agencies, so they can be notified when someone requests titling and registration services for that vehicle.

### **Attribute List**

Name
VIN
Make
Model
Model Year

## **Data Item VIN**

### **Description**

A Vehicle Identification Number is a character code that is assigned to selected types of vehicles.

Business Rule: Vehicles of 1981 and newer year models will have seventeen (17) digits, except for some mobile homes and trailers.

Length: 25

Implementation consideration: Provide the ability to validate VIN and populate Vehicle attribute data (make, model, year, color, etc.) using a software package such as VINA. Trailers, 1980 and older motor vehicles, Mobile Homes, Motorcycles, Boats, and Heavy Trucks need the ability to be excepted from this. See data model appendix D.

Provide the capability to generate Tennessee VIN numbers that consist of 'TNVIN', Case identifier, and 4 digit validation number for Rebuilt and Special Constructed Vehicles.

## **Data Item Make**

### **Description**

Indicates the manufacturer of a vehicle, i.e. Ford, Chevrolet.

Possible Values: See data model appendix D (values for this appendix will be defined during the project's design)

phase).

Implementation Consideration: Provide the ability to derive (with user override) the make of the vehicle based on VIN, i.e. VINA software.

## **Data Item Model**

### **Description**

Indicates the style of the vehicle as defined by the manufacturer, i.e. Cadillac Coupe DeVille.

Possible Value: See data model appendix D (values for this appendix will be defined during the project's design phase).

Implementation Consideration: Provide the ability to derive (with user override) the make of the vehicle based on VIN, i.e. VINA software.

## **Data Item Model Year**

### **Description**

Indicates the model year as designated by the manufacturer.

Possible Value: See data model appendix D (values for this appendix will be defined during the project's design phase).

Implementation Consideration: Provide the ability to derive (with user override) the make of the vehicle based on VIN, i.e. VINA software.

---

## **Entity ZONE COUNTY**

### **Description**

Designates the county where a vehicle may be operated for a single or multi county zone registration.

Business Rules:

There will only be one county (county of residence) in a Single County zone.

Multi County zones consist of the county of residence of the ownership of the vehicle along with connecting counties.

### **Attribute List**

Name
Code

## **Data Item Code**

### **Description**

The 2 character code indicating the county in Tennessee.

Possible Values: 1 of 95 Tennessee Counties (see data model appendix A for a list of Tennessee Counties and County Codes).



## Reference Entity Information

### Entity ACCOUNT REFERENCE

#### Description

This entity represents the naming of accounts by the Tennessee Department of Safety, Title and Registration Division. These account names correspond with the State of Tennessee funds.

#### Attribute List

Name
Code
Description

### Data Item Code

#### Description

This is a code representing the Tennessee Department of Safety, Title and Registration Division account name.

Possible Values:

J00  
J01  
J02  
J03  
J04  
J05  
J06  
J07  
J08  
J09  
J10  
J11  
J12  
J13  
J14  
J15  
JO2  
NOL  
V00  
Z01  
Z02

### Data Item Description

#### Description

This is the name of the account.

Possible Values:

General Control Numbers  
Registration Fees  
Drive Out Tags  
Temporary Operation Permits  
Fines  
Miscellaneous  
International Registration  
Personalized Registration

Disabled Registration  
Over Weight Truck Fines  
Inquiry Information Fees  
Fleet Registration  
Information Requests  
Penalties  
Expendable Receipt  
Making Check Good  
Retirement  
Noting of Lien  
Refund Numbers  
Title Fees  
Retirement

---

## Entity ACTIVITY INFO REQUIRED

### Description

This entity represents the supporting document required for a particular activity type.

### Attribute List

Name
Document Name
Form Number
Business Rule
Description

## Data Item Document Name

### Description

The descriptive name of the document or form that is supporting information for the activity.

Examples:

Affidavit of Inheritance  
Military Leave and Earnings Statement  
Odometer Statement

## Data Item Form Number

### Description

The Tennessee Department of Safety, Title and Registration Division assigned form number. Some supporting information documents will not have form numbers.

## Data Item Business Rule

### Description

A distinct business rule that applies to this document.

## Data Item Description

### Description

Free form text describing the information required that support a titling and registration work activity.

## Entity ACTIVITY TYPE REFERENCE

### Description

This is a code table representing all work activities of titling and registration that are tracked and charged for.

See data model appendix J for a listing of work activities.

### Attribute List

Name
Type
Form Number
Name
Description
Average Time

## Data Item Type

### Description

A code representing the titling and registration work activity.

See data model appendix J for a listing of work activities.

## Data Item Form Number

### Description

The Tennessee Department of Safety, Title and Registration Division assigned form number on the document used to initiate an activity.

## Data Item Name

### Description

The descriptive name of the document (form) used to initiate a titling and registration activity.

## Data Item Description

### Description

Free form text describing the titling and registration work activity.

## Data Item Average Time

### Description

This is the normal (average) processing time to accomplish a Tennessee Department of Safety, Title and Registration work activity.

---

## Entity COUNTY

### Description

A static table for all counties in Tennessee.

### Attribute List

Name
Code
Name
Emissions Test Required

## Data Item Code

### Description

The 2 character code indicating the county in Tennessee.

Possible Values: See data model appendix A.

**Data Item Name****Description**

The full name of the county in Tennessee.

**Data Item Emissions Test Required****Description**

Indicates whether emissions testing of designated vehicles is required for vehicles registered in this county.

Business Rule:

The following criteria currently is used to exempt vehicles from emission test requirements:

Antique Motor Vehicles

New Vehicles being registered for the first time

Heavy-Duty Vehicles with GVWR of 8900 lbs. or greater

Diesel powered light-duty motor vehicles

Electric powered light-duty motor vehicles

Gasoline powered light-duty motor vehicles with a designated model year prior to 1975

Motorcycles

Tactical military vehicles

Possible Values:

Yes

No.

---

**Entity COUNTY ASSESSOR****Description**

The county assessor of property is responsible for overseeing property tax collections for the county where they were elected to office.

Business Rule:

The State of Tennessee, Department of Safety is required to notify the registrants' county assessor when mobile home registration is not renewed.

**Attribute List**

Name
First Name
Middle Name
Last Name
Prefix Name
Suffix Name
Address Line 1
Address Line 2
City
State
Zip Code

**Data Item First Name****Description**

The first name of the County Assessor.

**Data Item Middle Name****Description**

The middle name of the County Assessor.

**Data Item Last Name****Description**

The last name of the County Assessor.

**Data Item Prefix Name****Description**

The prefix to the full name of the County Assessor.

Possible Values:

Mr.

Mrs.

Miss

Ms.

Dr.

**Data Item Suffix Name****Description**

The suffix appended to the full name of the County Assessor.

Possible Values:

Jr.

Sr.

II

III

IV

V

**Data Item Address Line 1****Description**

Information for the first line of the address.

Business Rule:

All addresses must be verified for correct format according to the most current USPS addressing standards.

**Data Item Address Line 2****Description**

Information for the second line of the address.

**Data Item City****Description**

The name of the city for the address.

**Data Item State****Description**

The abbreviated name of the state for the address.

Possible Values: See data model appendix B.

Implementation consideration: Permit default value to be 'TN'.

**Data Item Zip Code**

**Description**

The zip code for the address.

Implementation Consideration: Provide the ability to validate the zip code.

---

**Entity DEFICIENCY MASTER****Description**

Code table containing all the reasons an activity can be considered deficient.

**Attribute List**

Name
Reason Code
Remark
Resolution Period

**Data Item Reason Code****Description**

Indicates the particular deficiency that a particular Tennessee Department of Safety titling and registration activity.

Possible Values:

See data model appendix K.

**Data Item Remark****Description**

Describes the deficiency and gives resolution information.

**Data Item Resolution Period****Description**

The number of days allowed for the resolution of a deficiency. Not all deficiencies will have a resolution period.

---

**Entity FEE TAX****Description**

A monetary charge (fee or tax) for services or goods specifically related to the business of The State of Tennessee Department of Safety, Title and Registration Division.

Business Rules:

Most Fee/Tax(s) that are collected by County Clerks, are remitted to the State of Tennessee Department of Safety, Title and Registration Division.

County/Municipality privilege/wheel taxes, local sales taxes, and the state sales tax are not remitted to the State of Tennessee Department of Safety.

County Clerks collect State Sales Tax and remit 95% to the Tennessee Department of Revenue and keep 5%.

---

**Attribute List**

Name
Governmental Authority
Code
Service Medium
Authorization
Amount
Amount Cap
Description
Effective Date
Expiration Date

**Data Item Governmental Authority****Description**

The governmental entity that authorized the collection of the fee/tax.

Possible Values:

State Code - See data model appendix B.

County Code - See data model appendix A.

Municipality Code - See data model appendix I (values for this appendix will be defined during the project's design phase).

**Data Item Code****Description**

The unique number assigned to identify this fee/tax.

Possible Values:

See data model appendix P (values for this appendix will be defined during the project's design phase).

**Data Item Service Medium****Description**

Indicates the medium by which the services for a request is being handled and therefore what amount for the fee/tax to charge.

Possible Values:

Mail

In-person

Internet

**Data Item Authorization****Description**

This is the authorizing source of the fee/tax. It will either be a TCA statute number, Administrative Memo, or a Local law number.

**Data Item Amount****Description**

The dollar value to be assessed for this fee/tax.

**Data Item Amount Cap****Description**

The maximum amount for this fee/tax that can be charged to a customer.

**Data Item Description****Description**

Freeform text that describes the Fee/Tax.

### **Data Item Effective Date**

#### **Description**

The date the fee/tax becomes valid for collection.

### **Data Item Expiration Date**

#### **Description**

The date the fee/tax becomes no longer valid for collection.

---

## **Entity FEE TAX CHANGE**

### **Description**

This entity represents a change in the amount of an existing fee/tax.

### **Attribute List**

Name
Date
Amount
Approved Date
Approved By

### **Data Item Date**

#### **Description**

The date the fee/tax change was initiated.

### **Data Item Amount**

#### **Description**

This is the new amount for the fee/tax.

### **Data Item Approved Date**

#### **Description**

This is the date that the fee/tax change was approved to be implemented.

### **Data Item Approved By**

#### **Description**

This is the person who approved the fee/tax change.

---

## **Entity FEE TAX CREDIT**

### **Description**

This entity represents the reduction (credit) in a fee/tax based upon time left from a previous activity.

### **Attribute List**

Name
Current Month
Expiration Month
Amount

### **Data Item Current Month**

#### **Description**



This represents a month of a year. It is used in conjunction with the month of the current date to identify the fee/tax credit.

Possible Values:

January  
February  
March  
April  
May  
June  
July  
August  
September  
October  
November  
December.

## **Data Item Expiration Month**

### **Description**

This represents a month of a year. It is the expiration month of the customer's current registration. It is used with the attribute current month to uniquely identify the fee/tax credit.

Possible Values:

January  
February  
March  
April  
May  
June  
July  
August  
September  
October  
November  
December.

## **Data Item Amount**

### **Description**

The dollar value to be assessed for this fee/tax.

---

## **Entity FUND ALLOCATION**

### **Description**

This entity represents how fees and taxes should be allocated to State of Tennessee funds.

Business Rule:

Additional fee/tax(s) collected for the issuance and renewal of Specialty or Cultural plates are distributed at a fixed percentage ratio as follows:

Specialty - 50% to the Organization or State Agency,

40% to the Tennessee Arts Commission, and  
10% to the State Highway Fund  
Cultural - 80% to the Tennessee Arts Commission and  
20% to the State Highway Fund.

**Attribute List**

Name
Code
Effective Date
Expiration Date
Amount
Rate

**Data Item Code****Description**

This is the identifier of the State of Tennessee fund.

**Data Item Effective Date****Description**

This is the date that the particular fund allocation breakdown became effective.

**Data Item Expiration Date****Description**

This is the date that the particular fund allocation breakdown became no longer in effect.

**Data Item Amount****Description**

This is the amount of the fee or tax that should be allocated to the particular State of Tennessee fund.

**Data Item Rate****Description**

This is the percentage rate of the fee or tax that should be allocated to a particular State of Tennessee fund.

---

**Entity INVALID PERSONALIZED TAG****Description**

Code table containing tag combinations that are unacceptable to the Tennessee Department of Safety.

**Attribute List**

Name
Tag Number

**Data Item Tag Number****Description**

The invalid tag number that is unacceptable.

---

**Entity INVALID TAG LETTER GROUPS****Description**

Code table containing all tag letter combinations that the Tennessee Department of Safety deems unacceptable to issue.

**Attribute List**

Name
Letter Combination

**Data Item Letter Combination****Description**

The unique letter combination that is unacceptable.

---

**Entity LETTER MASTER****Description**

A code table containing all the letters used by the Tennessee Department of Safety, Title and Registration Division.

**Attribute List**

Name
Code
Date
Description
Body

**Data Item Code****Description**

This is an unique identifier for the particular letter.

Possible Values:

See data model appendix R (values for this appendix will be defined during the project's design phase).

**Data Item Date****Description**

This is the date that a version of this letter became effective.

**Data Item Description****Description**

Freeform text that describes the Letter.

**Data Item Body****Description**

This is the actual text of the letter.

---

**Entity MUNICIPALITY****Description**

A municipality that is required to perform emissions testing of vehicles or is authorized by private act to levy a wheel tax.

Alias: City

**Attribute List**

Name
Code
Name
Emissions Test Required

**Data Item Code****Description**

The code indicating the municipality (city) in Tennessee.

Possible Values: See data model appendix I (values for this appendix will be defined during the project's design phase).

**Data Item Name****Description**

The full name of the municipality (city) in Tennessee.

**Data Item Emissions Test Required****Description**

Indicates whether emissions testing of designated vehicles is required for vehicles registered in this municipality (city).

Business Rule:

The following criteria currently is used to exempt vehicles from emission test requirements:

Antique Motor Vehicles

New Vehicles being registered for the first time

Heavy-Duty Vehicles with GVWR of 8900 lbs. or greater

Diesel powered light-duty motor vehicles

Electric powered light-duty motor vehicles

Gasoline powered light-duty motor vehicles with a designated model year prior to 1975

Motorcycles

Tactical military vehicles

Possible Values:

Yes

No.

---

**Entity REFUND AUTHORIZATION LEVEL****Description**

A code table containing an authorization level and dollar amount range, where any refund amount within the range, must be approved by someone who fits in the authorization level.

**Attribute List**

Name
Begin Amount
End Amount
Authorization Level

**Data Item Begin Amount**

**Description**

This is the begin dollar amount of the refund authorization level.

**Data Item End Amount****Description**

This is the end dollar amount of the refund authorization level.

**Data Item Authorization Level****Description**

This is the responsibility level (position title) of a staff member that is required to approve the refund amount.

Tennessee Department of Safety Possible Values:

Tennessee Department of Safety, Title and Registration Division Director Designee (refund amounts below \$1,000.00).

Tennessee Department of Safety, Title and Registration Division Director (refund amounts of \$1,000.00 thru \$9,999.99).

Tennessee Department of Safety Commissioner (refund amounts \$10,000.00 and above).

County Clerk Possible Values:

Each County Clerk may set up their own refund authorization levels.

---

**Entity STATE****Description**

A static table for all States in the USA.

**Attribute List**

Name
Code
Name

**Data Item Code****Description**

The 2 character code indicating the State in the USA.

Possible Values: See data model appendix B.

**Data Item Name****Description**

The full name of the State in the USA.

---

**Entity STATE FUND****Attribute List**

Name
Department Code
Division Code
Allotment Code

### **Data Item Department Code**

#### **Description**

The identifier for the department.

### **Data Item Division Code**

#### **Description**

The identifier for a division within a department.

### **Data Item Allotment Code**

---

## Conceptual Data Model Appendices

### APPENDICES

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<b>Appendix Code</b>		<b>Name of Appendix</b>
<b>A</b>		County Codes
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<b>O</b>		State of Tennessee Department/Division Codes
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\* These appendices are referenced in the conceptual data model, but do not yet exist. The codes and values for these appendices will be defined during the project's design phase. In addition, the possible values for all attributes included in the conceptual data model must be fully defined and verified during the design phase.

## Data Model Appendix A - - County Codes

### County Number and County Name

01	Anderson	33	Hamilton	65	Morgan
02	Bedford	34	Hancock	66	Obion
03	Benton	35	Hardeman	67	Overton
04	Bledsoe	36	Hardin	68	Perry
05	Blount	37	Hawkins	69	Pickett
06	Bradley	38	Haywood	70	Polk
07	Campbell	39	Henderson	71	Putnam
08	Cannon	40	Henry	72	Rhea
09	Carroll	41	Hickman	73	Roane
10	Carter	42	Houston	74	Robertson
11	Cheatham	43	Humphreys	75	Rutherford
12	Chester	44	Jackson	76	Scott
13	Claiborne	45	Jefferson	77	Sequatchie
14	Clay	46	Johnson	78	Sevier
15	Cocke	47	Knox	79	Shelby
16	Coffee	48	Lake	80	Smith
17	Crockett	49	Lauderdale	81	Stewart
18	Cumberland	50	Lawrence	82	Sullivan
19	Davidson	51	Lewis	83	Sumner
20	Decatur	52	Lincoln	84	Tipton
21	Dekalb	53	Loudon	85	Trousdale
22	Dickson	54	McMinn	86	Unicoi
23	Dyer	55	McNairy	87	Union
24	Fayette	56	Macon	88	Van Buren
25	Fentress	57	Madison	89	Warren
26	Franklin	58	Marion	90	Washington
27	Gibson	59	Marshall	91	Wayne
28	Giles	60	Maury	92	Weakley
29	Grainger	61	Meigs	93	White
30	Greene	62	Monroe	94	Williamson
31	Grundy	63	Montgomery	95	Wilson
32	Hamblen	64	Moore		



## Data Model Appendix B - - State Codes

1	Alabama	AL	27	Montana	MT
2	Alaska	AK	28	Nebraska	NE
3	Arizona	AZ	29	Nevada	NV
4	Arkansas	AR	30	New Hampshire	NH
5	California	CA	31	New Jersey	NJ
6	Colorado	CO	32	New Mexico	NM
7	Connecticut	CT	33	New York	NY
8	Delaware	DE	34	North Carolina	NC
9	District of Columbia	DC	35	North Dakota	ND
10	Florida	FL	36	Ohio	OH
11	Georgia	GA	37	Oklahoma	OK
12	Hawaii	HI	38	Oregon	OR
13	Idaho	ID	39	Pennsylvania	PA
14	Illinois	IL	40	Rhode Island	RI
15	Indiana	IN	41	South Carolina	SC
16	Iowa	IO	42	South Dakota	SD
17	Kansas	KS	43	Tennessee	TN
18	Kentucky	KY	44	Texas	TX
19	Louisiana	LA	45	Utah	UT
20	Maine	ME	46	Vermont	VT
21	Maryland	MD	47	Virginia	VA
22	Massachusetts	MA	48	Washington	WA
23	Michigan	MI	49	West Virginia	WV
24	Minnesota	MN	50	Wisconsin	WI
25	Mississippi	MS	51	Wyoming	WY
26	Missouri	MO			

## Data Model Appendix F - - Color Codes

### NCIC approved color codes:

ALUMINUM (SIL)	U	GRAY (GRY)	F
BEIGE (BGE)	V	IVORY (CRM)	3
BLACK (BLK)	A	LAVENDER (LAV)	4
BLUE (BLU)	B	MAROON (MAR)	H
BLUE, DARK (DBL)	W	ORANGE (ONG)	I
BLUE, LIGHT (LBL)	X	PINK (PNK)	J
BRONZE (BRZ)	Z	PURPLE (PLE)	K
BROWN (BRO)	C	RED (RED)	L
BURGUNDY (MAR)	Y	SILVER (SIL)	M
CAMOUFLAGE (CAM)	6	STAINLESS STEEL (COM)	S
CHROME (COM)	Q	TAN (TAN)	N
COPPER (CPR)	R	TAUPE (TPE)	8
CREAM (CRM)	D	TEAL (TEA)	7
GOLD (GLD)	E	TURQUOISE (TRQ0	T
GREEN (GRN)	G	WHITE (WHI)	O
GREEN, DARK (DGR)	1	YELLOW (YEL)	P
GREEN, LIGHT (LGR)	2	MULTICOLORED (MUL/COL)	5

---

## Data Model Appendix G - - Supporting Document Types

- 1 Title Extension
- 2 LES Duty Paper
- 3 Repossession Bond
- 4 Affidavit for 501C3
- 5 Security Agreement
- 6 Tennessee Title
- 7 Foreign Title
- 8 MSO/MCO
- 9 Bill of Sale
- 10 Conditional Sale Contract
- 11 Release/Discharge of Lien
- 12 Current Registration
- 13 Affidavit of Surviving Spouse
- 14 Affidavit of Inheritance
- 15 Certification
- 16 Odometer Statement
- 17 Registrant Proof of Eligibility
- 18 Power of Attorney
- 19 Emissions Certificate
- 20 Valid Driver License
- 21 Proof of Identification
- 22 Lease Agreement
- 23 Proof of Insurance
- 24 Death Certificate
- 25 Medical Certificate
- 26 Renewal Notice
- 27 Import Documentation (US Customs Form HS-7)
- 28 Will
- 29 Business Tax Receipt

---

## Data Model Appendix H - - Freight Motor Vehicle Weight Classes

Class 1	0	to	9,000 lbs.
Class 2	9,001	to	16,000 lbs.
Class 3	16,001	to	20,000 lbs.
Class 4	20,001	to	26,000 lbs.
Class 5	26,001	to	32,000 lbs.
Class 6	32,001	to	38,000 lbs.
Class 7	38,001	to	44,000 lbs.
Class 8	44,001	to	56,000 lbs.
Class 9	56,001	to	66,000 lbs.
Class 10	66,001	to	74,000 lbs.
Class 11	74,001	to	80,000 lbs.
Class 12	Fixed Load		

## Data Model Appendix J - - Work Activities

Functional Area	Work Activity
Title Management	Request Surety Bond Apply for New Title with Lien Apply for new title without Lien Apply for Duplicate Title Apply for Corrected Title Receive Surrendered Title Apply for Salvage Certificate Apply for Non-Repairable Certificate Apply for Title for a Rebuilt vehicle Apply for Boat Title Revoke Title (Internal request) Destroy Title
Lien Management	Apply for Noting of Lien Request to Discharge Lien Request to change lienholder information for a single Lien Request to change lienholder information for all liens held by a Lienholder
Anti-Theft Case Management	Request VIN Replacement
Dealer Plate Management	Request a Dealer Plate(s) Report Lost Dealer Plates Request Dealer Plate Replacement
TOP Management	Apply for a Temporary Operating permit Report Lost TOP Apply for a TOP Replacement
Farm Permit Management	Apply for a Farm Permit Report Lost Farm Permit Apply for a Replacement Farm Permit
Non Resident Permit Management	Apply for a Non resident Permit Report Lost Non Resident Permit Apply for a Replacement Non-Resident Permit
Disabled Placard Management	Apply for a Disabled Placard Report Lost Disabled Placard Apply for a Replacement Disabled Placard Disabled Placard Renewal
Hearing Impaired Placard Management	Apply for a Hearing Impaired Decal Report Lost Hearing Impaired Placard Apply for a Replacement Hearing Impaired Decal

<b>Functional Area</b>	<b>Work Activity</b>
Customer Maintenance	Request for Name and Address change Request to designate business as a Fleet Reserve a Personalized Plate Order Personalized Plate Request to Relinquish the right to a Personalized Plate
Cash Drawer	Request a Refund
Registration	Apply for Registration Only Apply for Registration Renewal Apply for Re-assignment (Transfer) Apply for Re-Registration and Change in Plate Apply for Duplicate Plate Apply for Replacement Plate Apply for Decal Replacement, Apply for Late Renewal Apply for Zone Registration Apply for Fleet Registration Apply for Cultural license Plate Apply for a Personalized Plate Apply for certificate for Antique Registration Apply for Amateur Radio Plate
Undercover Registration	Request for Undercover plate Request to Establish Undercover Vehicle
Abandoned vehicle	Report Abandoned/Unclaimed Vehicle Release Abandoned/Unclaimed Vehicle
Miscellaneous	Voluntary Request for Organ Donation Voluntary Request for Education Sticker Replace TDS Sticker Request for Information/Data
Inventory	Receive eligibility list of specialized plates

---

## Data Model Appendix M - - NMVTIS Title Brands

**Code Brand**

00 Clear  
01 Flood Damage  
02 Fire Damage  
03 Hail Damage  
04 Salt Damage  
05 Vandalism  
06 Kit  
07 Dismantled  
08 Junk  
09 Rebuilt  
10 Reconstructed  
11 Salvage  
12 Test Vehicle  
13 Refurbished  
14 Collision  
15 Reserved  
16 Salvage Retention  
17 Prior Taxi  
18 Prior Police  
19 Original Taxi  
20 Original Police  
21 Remanufactured  
22 Gray Market

**Code Brand**

23 Warranty Return  
24 Antique  
25 Classic  
26 Agricultural Vehicle  
27 Logging Vehicle  
28 Street Rod  
29 Vehicle Contains Reissued VIN  
30 Replica  
31 Totaled  
32 Owner Retained  
33 Bond Posted  
34 Memorandum Copy  
35 Parts Only  
36 Recovered Theft  
37 Undisclosed Lien  
38 Prior Owner Retained  
39 Vehicle Non-conformity Uncorrected  
40 Vehicle Non-conformity Corrected  
41 Vehicle Safety Defect Uncorrected  
42 Vehicle Safety Defect Corrected  
43 VIN replaced by a new state assigned VIN  
45 Gray Market  
46 Gray Market

## Data Model Appendix N - - NMVTIS Odometer Brands

**Code Brand**

68	Actual
69	Not Actual
70	Not Actual – Odometer Tampering Verified
71	Exempt from Odometer Disclosure
72	Exceeds Mechanical Limits
73	Odometer May be Altered
74	Odometer Replaced
75	Reading at Time of Renewal
76	Odometer Discrepancy
77	Call Title Division
78	Rectify Previous Exceeds Mechanical Limits Brand



## Data Model Appendix O - - State of Tennessee Department / Division Codes

Dept. #	Department Name	Div. #	Division Name
301	LEGISLATIVE	01	GEN ASSEMBLY-LEGIS EXPENSE
		04	LEG SERVS SALES & DISTRIBUTION
		05	ABOLISHED CODE
		07	HOUSE OF REPRESENTATIVES
		08	STATE SENATE
		13	GENERAL ASSEMBLY COMMITTEES
		14	DIVISION OF LEGISLATIVE SERVICES
		15	OFFICE OF LEGISLATIVE BUDGET ANALYSIS
		16	GENERAL ASSEMBLY SUPPORT SERVICES
		17	TENNESSEE CODE COMMISSION
		20	1999 SPECIAL SESSION
		21	ABOLISHED CODE
		25	ABOLISHED CODE
		26	SELECT OVERSIGHT COMMITTEE-CORRECTION
		27	SELECT COMMITTEE ON CHILDREN & YOUTH
		29	ABOLISHED CODE
		30	ABOLISHED CODE
		40	BLACK HEALTH CARE COMMISSION
		50	FISCAL REVIEW COMMITTEE
302	COURT SYSTEM	01	APPELLATE AND TRIAL COURTS
		05	SUPREME COURT BUILDINGS
		08	CHILD SUPPORT REFEREES
		09	GUARDIAN AD LITERN
		10	INDIGENT DEFENDANTS COUNSEL
		11	CIVIL LEGAL REPRESENTATION FUND
		12	VERBATIM TRANSCRIPTS
		15	TENNESSEE STATE LAW LIBRARIES
		18	JUDICIAL CONFERENCE
		20	JUDICIAL PROGRAMS AND COMMISSIONS
		22	STATE COURT CLERKS' CONFERENCE
		27	ADMINISTRATIVE OFFICE OF THE COURTS
		30	APPELLATE COURT CLERKS
		35	STATE BOARD OF LAW EXAMINERS
		40	ABOLISHED CODE
303	ATTORNEY GENERAL	01	ATTORNEY GENERAL & REPORTER
		05	PUBLICATION OF TENNESSEE REPORTS
		08	SPECIAL LITIGATION
304	DISTRICT ATTORNEYS GENERAL	01	DISTRICT ATTORNEYS GENERAL
		05	DISTRICT ATTORNEYS GENERAL CONFERENCE
		10	EXECUTIVE DIRECTOR-DIST ATTYS GEN CONF
		15	IV D CHILD SUPPORT ENFORCEMENT
305	DEPARTMENT OF STATE	01	SECRETARY OF STATE
		02	STATE ELECTION COMMISSION
		03	PUBLIC DOCUMENTS
		04	STATE LIBRARY AND ARCHIVES
		05	REGIONAL LIBRARIES
		06	LIBRARY CONSTRUCTION
		07	REGISTRY OF ELECTION FINANCE
		08	ECONOMIC COUNCIL FOR WOMEN

Dept. #	Department Name	Div. #	Division Name
306	DISTRICT PUBLIC DEFENDERS	01	DISTRICT PUBLIC DEFENDERS
		03	EXECUTIVE DIRECTOR OF THE PUBLIC DEFENSE
		10	SHELBY COUNTY PUBLIC DEFENDER
		12	DAVIDSON COUNTY PUBLIC DEFENDER
307	COMPTROLLER OF THE TREASURY	01	DIVISION OF ADMINISTRATION
		02	OFFICE OF MANAGEMENT SERVICE
		03	CAPITOL PRINT SHOP
		04	DIVISION OF STATE AUDIT
		05	DIVISION OF COUNTY AUDIT
		06	DIVISION OF MUNICIPAL AUDIT
		07	DIVISION OF BOND FINANCE
		08	DIVISION OF LOCAL GOVERNMENT
		09	DIVISION OF PROPERTY ASSESSMENTS
		10	TAX RELIEF PROGRAM
		11	STATE BOARD OF EQUALIZATION
		12	DIVISION OF LOCAL FINANCE
		14	OFFICE OF RESEARCH AND EDUCATION ACCOUNT
		15	OFFICE OF STATE ASSESSED PROPERTIES
		98	TSSBA---QZAB PROJECTS
308	POST-CONVICTION DEFENDER COMMISSION	00	POST-CONVICTION DEFENDER
309	DEPARTMENT OF THE TREASURY	01	STATE TREASURER'S OFFICE
		02	CERTIFIED PUBLIC ADMINISTRATORS
		04	ABOLISHED CODES
311	PUBLIC SERVICE COMMISSION	00	PUBLIC SERVICE COMMISSION
		99	PUBLIC SERVICE COMMISSION-TREASURY DEPOS
313	CLAIMS AND COMPENSATION	02	ABOLISHED CODE
		03	CRIMINAL INJURIES COMP AWARD
		04	ABOLISHED CODE
		06	RISK MANAGEMENT
		10	CLAIMS AWARD RESERVE FUND
		20	UNCLAIMED PROPERTY
315	EXECUTIVE DEPARTMENT	01	GOVERNOR'S OFFICE
		02	INTERGOVERNMENTAL CONFERENCES AND SPECIAL
		04	ABOLISHED CODE
		23	ABOLISHED CODE
		24	ABOLISHED CODE
316	COMMISSIONS	01	COMMISSION ON CHILDREN AND YOUTH
		02	TENNESSEE COMMISSION ON AGING
		03	TENNESSEE ALCOHOLIC BEVERAGE COMMISSION
		04	TENNESSEE HUMAN RIGHTS COMMISSION
		07	HEALTH FACILITIES COMMISSION
		08	TRICOR
		09	TENNESSEE CORRECTIONS INSTITUTE
		10	COUNCIL JUVENILE AND FAMILY COURT JUDGES
		11	TENNESSEE REGULATORY AUTHORITY
		12	ADVISORY COMMISSION-INTERGOVERNMENTAL
		13	ABOLISHED CODE
		20	TENNESSEE HOUSING DEVELOPMENT AGENCY
		21	TENN HOUSING REHAB CORP
		22	TENNESSEE INDUSTRIAL FINANCE CORPORATION

Dept. #	Department Name	Div. #	Division Name
		25	TENNESSEE ARTS COMMISSION
		27	TENNESSEE STATE MUSEUM
		28	ABOLISHED CODE
		29	BOARD OF PAROLES
		30	OBION FORKED DEER AUTHORITY
		95	TRA-DEPOSITS FOR TELECOM BUS ASSIST
		98	TENNESSEE REGULATORY AUTHORITY - TREASUR
		99	Z TYPE J.V. FOR THDA
317	DEPARTMENT OF FINANCE AND ADMINISTRATION	01	DIVISION OF ADMINISTRATION
		02	DIVISION OF BUDGET
		03	OFFICE OF INFORMATION RESOURCES
		04	INSURANCE ADMINISTRATION
		05	DIVISION OF ACCOUNTS
		06	CRIMINAL JUSTICE PROGRAMS
		07	RESOURCE DEVELOPMENT AND SUPPORT
		08	ABOLISHED CODE
		09	ABOLISHED CODE
		10	CAPITAL PROJECTS AND REAL PROPERTY MANAG
		11	COMMISSION ON NATIONAL AND COMMUNITY SER
		14	ABOLISHED CODE
		30	MANAGEMENT INFORMATION SYSTEMS FUND
		86	TIS INSURANCE SYSTEM
		97	TELEPHONE BILLING
		99	DIVISION OF ACCOUNTS
318	TENNCARE	01	OFFICE OF HEALTH SERVICES
		65	TENNCARE ADMINISTRATION
		66	TENNCARE SERVICES
		67	WAIVER AND CROSSOVER
		68	LONG TERM CARE
319	DEPARTMENT OF PERSONNEL	01	EXECUTIVE ADMINISTRATION
		02	HUMAN RESOURCES DEVELOPMENT
		03	TECHNICAL SERVICES
		04	ABOLISHED CODE
		99	SICK LEAVE BANK
321	DEPARTMENT OF GENERAL SERVICES	01	DIVISION OF ADMINISTRATION
		02	DIVISION OF POSTAL SERVICES
		03	ABOLISHED CODE
		04	PROPERTY UTILIZATION
		05	ABOLISHED CODE
		06	DIV OF MOTOR VEHICLE MGMT
		07	PROPERTY MANAGEMENT
		08	ABOLISHED CODE
		09	DIV OF PRINTING
		10	DIVISION OF PURCHASING
		11	ABOLISHED CODE
		12	ABOLISHED CODE
		14	ABOLISHED CODE
		15	SYSTEMS MANAGEMENT
		16	ABOLISHED CODE
		17	RECORDS MANAGEMENT
		18	CENTRAL STORES
		19	FOOD SERVICES PROGRAM

Dept. #	Department Name	Div. #	Division Name
		90	G.S.-- PURCHASING-DOWNLOAD VENDOR
323	DEPARTMENT OF VETERANS AFFAIRS	00	VETERANS AFFAIRS
		01	ABOLISHED CODE
		02	ABOLISHED CODE
324	BOARD OF PROBATION AND PAROLE	00	BOARD OF PROBATION AND PAROLE
		02	PROBATION AND PAROLE SERVICES
		04	COMMUNITY CORRECTION
325	DEPARTMENT OF AGRICULTURE	01	ADMINISTRATION AND GRANTS
		02	ABOLISHED CODE
		03	ABOLISHED CODE
		04	PAYROLL-LD/CA VALIDATION CODE
		05	REGULATORY SERVICES
		06	MARKET DEVELOPMENT
		07	ABOLISHED CODE
		08	AGRICULTURAL NONPOINT WATER POLLUTION CO
		09	ABOLISHED CODE
		10	FORESTRY
		11	FORESTRY MAINTENANCE
		12	TENNESSEE GRAIN INDEMNITY FUND
		13	ABOLISHED CODE
		14	CERTIFIED COTTON GROWERS' ORGANIZATION F
		15	ABOLISHED CODE
		16	TENNESSEE AGRICULTURAL REGULATORY FUND
326	DEPARTMENT OF TOURIST DEVELOPMENT	01	ADMINISTRATION AND MARKETING
		03	WELCOME CENTERS PROGRAM
327	DEPT OF ENVIRONMENT AND CONSERVATION	01	ADMINISTRATIVE SERVICES
		02	ABOLISHED CODE
		03	CONSERVATION ADMINISTRATION
		04	HISTORICAL COMMISSION
		05	ABOLISHED CODE
		06	LAND/WATER CONSERVATION FUND
		07	COMMISSION ON INDIAN AFFAIRS
		08	DIVISION OF ARCHAEOLOGY
		10	ABOLISHED CODE
		11	DIVISION OF GEOLOGY
		12	TENNESSEE STATE PARKS
		13	PAYROLL-LD/CA VALIDATION CODE
		14	NATURAL HERITAGE
		15	TENNESSEE STATE PARKS MAINTENANCE
		16	ABOLISHED CODE
		17	TENNESSEE ELK RIVER RESOURCE
		18	MAINTENANCE OF HISTORIC SITES
		19	LOCAL PARKS ACQUISITION FUND
		20	STATE LANDS ACQUISITION FUND
		22	STATE LANDS ACQUISITION-COMPENSATION FUN
		23	USED OIL COLLECTION PROGRAM
		24	WEST TENNESSEE RIVERS BASIN AUTHORITY MA
		25	TENNESSEE OCOEE DEVELOPMENT AGENCY
		26	WEST TENNESSEE RIVERS AUTHORITY
		27	ABOLISH CODE
		28	TENNESSEE DRY CLEANER ENVIRONMENTAL RESP
		29	ABOISH CODE

Dept. #	Department Name	Div. #	Division Name
		30	ENVIRONMENT ADMINISTRATION
		31	AIR POLLUTION CONTROL
		32	RADIOLOGICAL HEALTH
		33	COMMUNITY ASSISTANCE
		34	WATER POLLUTION CONTROL
		35	SOLID WASTE MANAGEMENT
		36	DOE OVERSIGHT
		37	ABANDONED LANDS PROGRAM
		38	HAZARDOUS WASTE REMEDIAL ACTION FUND
		39	DIVISION OF WATER SUPPLY
		40	GROUNDWATER PROTECTION
		41	UNDERGROUND STORAGE TANKS
		42	SOLID WASTE ASSISTANCE FUND
		43	ENVIRONMENTAL PROTECTION FUND
328	WILDLIFE RESOURCES AGENCY	01	WILDLIFE RESOURCES AGENCY
		02	BOATING SAFETY ACT
		03	WETLANDS ACQUISITION FUND
		04	WETLANDS COMPENSATION FUND
		05	WETLAND INTEREST FUND
		06	CAPITAL OUTLAY AND MAJOR MAINT.-TWRA
		07	CAPITAL OUTLAY AND MAJOR MAINT.-BOATING
329	DEPARTMENT OF CORRECTION	99	Z TYPE J.V. FOR TWRA
		01	DIVISION OF ADMINISTRATION
		02	FIELD SERVICES
		03	ABOLISHED CODE
		04	STATE PROSECUTIONS
		05	ABOLISH CODE
		06	TENNESSEE CORRECTION ACADEMY
		07	ABOLISHED CODE
		08	WAYNE COUNTY BOOT CAMP
		09	ABOLISH CODE
		10	ABOLISHED CODE
		11	BRUSHY MOUNTAIN PRISON COMPLEX
		12	COLD CREEK CORRECTIONAL FACILITY
		13	WOMENS PRISON
		14	TURNEY CENTER INDUSTRIAL PRISON AND FARM
		15	ABOLISHED CODE
		16	MARK LUTTRELL CORRECTIONAL FACILITY
		17	MIDDLE TENNESSEE CORRECTIONAL COMPLEX
		18	SE TENNESSEE REGIONAL FACILITY
		19	ABOLISHED CODE
		20	ABOLISHED CODE
		21	HARDEMAN COUNTY INCARCERATION AGREEMENT
		22	ABOLISHED CODE
		24	ABOLISHED CODE
		26	ABOLISHED CODE
		27	ABOLISHED CODE
		30	TRICOR
		31	ABOLISHED CODE
		32	MAJOR MAINTENANCE - DEPT. OF CORRECTION
		38	LOCAL CORRECTIONAL PROGRAMS
		39	ABOLISHED CODE

Dept. #	Department Name	Div. #	Division Name
		40	LAKE CO. REGIONAL CORRECTIONAL FACILITY
		41	WEST TENNESSEE STATE PENITENTIARY
		42	RIVERBEND MAXIMUM SECURITY FACILITY
		43	NORTHEAST CORRECTIONAL COMPLEX
		44	SOUTHCENTRAL CORRECTIONAL CENTER
		45	NORTHWEST CORRECTIONAL COMPLEX
		46	LOIS M. DEBERRY SPECIAL NEEDS FACILITY
		50	SEX OFFENDER TREATMENT PROGRAM
		98	FEDERAL CONSTRUCTION GRANTS
		99	1985 SENTENCING ACT
330	DEPARTMENT OF ECONOMIC AND COMMUNITY DEV	01	ADMINISTRATIVE SERVICES
		02	DIVISION OF INDUSTRIAL DEVELOPMENT
		03	THE SMALL AND MINORITY-OWNED TELECOMMUN
		04	REGIONAL GRANTS MANAGEMENT
		05	BUSINESS SERVICES
		06	TIIP - 95 COUNTY JOBS PROGRAM
		07	COMMUNITY DEVELOPMENT
		08	DIVISION OF ENERGY
		09	INDUSTRIAL TRAINING SERVICE
		10	SMALL BUSINESS ENERGY LOAN PROGRAM
		11	LOCAL GOVERNMENT ENERGY LOAN PROGRAM
		13	JOB SKILLS PROGRAM
331	DEPARTMENT OF EDUCATION	01	DIVISION OF ADMINISTRATION
		02	EDUCATIONAL GRANTS-IN-AID
		03	IMPROVING AMERICA'S SCHOOL ACT(IASA)
		04	TECHNOLOGY, INFRASTRUCTURE AND SUPPORT S
		05	TRAINING AND PROFESSIONAL DEVELOPMENT
		06	CURRICULUM & INSTRUCTION
		07	STATE BOARD OF EDUCATION
		08	ABOLISHED CODE
		09	IMPROVING SCHOOL PROGRAMS
		10	CAREER LADDER PROGRAM
		11	ACCOUNTABILITY
		12	GOALS 2000 AND TECHNOLOGY LITERACY
		13	ABOLISHED CODE
		14	INCENTIVE FUNDING PROJECT-ABOLISHED
		15	TRAINING CLASS FOR FINANCIAL DATA ENTRY-
		16	ABOLISHED CODE
		18	ABOLISHED CODE
		20	RESEARCH AND TECHNICAL ASSISTANCE GRANTS
		21	ABOLISHED CODE
		23	ABOLISHED CODE
		24	ABOLISHED CODE
		25	BEP AND OTHER LEA SUPPORT
		26	ABOLISHED CODE
		27	ABOLISHED CODE
		28	ABOLISH CODE
		29	ABOLISHED CODE
		30	ABOLISHED CODE
		31	ABOLISHED CODE
		33	ESEA CHAPTER I - ABOLISHED
		35	SCHOOL NUTRITIONAL PROGRAMS

Dept. #	Department Name	Div. #	Division Name
		36	SPECIAL EDUCATION SERVICES
		37	ABOLISHED CODE
		38	ABOLISHED CODE
		40	ABOLISHED CODE
		41	TEACHER TUITION REIMBURSEMENT-ABOLISHED
		42	EDUCATIONAL TELEVISION COMMISSION-ABOLIS
		43	STATE DRIVER EDUCATION
		45	VOCATIONAL EDUCATION
		46	VOCATIONAL CENTERS INCENTIVE PROGRAM-ABO
		49	ABOLISHED CODE
		51	ABOLISHED CODE
		61	ADULT AND COMMUNITY EDUCATION
		66	ABOLISHED CODE
		90	ALVIN C. YORK AGRICULTURAL INSTITUTE
		91	TENNESSEE SCHOOL FOR THE BLIND
		92	TENNESSEE SCHOOL FOR THE DEAF
		93	WEST TENNESSEE SCHOOL FOR THE DEAF
		94	ABOLISH CODE
		95	TENNESSEE INFANT PARENT SERVICES SCHOOL
		97	MAJOR MAINTENANCE
		99	Z TYPE J.V. FOR EDUCATION
332	DIVISION OF HIGHER EDUCATION	A5	Z TYPE J.V. FOR TSAC
		00	Z TYPE J.V. FOR HIGHER EDUCATION COMMISS
		01	HIGHER EDUCATION COMMISSION
		02	CONTRACT EDUCATION
		03	TN STUDENT ASSISTANCE AWARDS
		04	FEDERAL FAMILY EDUCATION LOAN PROGRAM(FF
		05	TSAC ADMINISTRATION
		06	ACADEMIC SCHOLARS
		07	LOAN/SCHOLARSHIP PROGRAMS
		08	CENTERS OF EXCELLENCE
		09	THEC GRANTS
		10	UT UNIVERSITY-WIDE ADMINISTRATION
		11	CAMPUS CENTERS OF EMPHASIS
		12	RESEARCH INIATIVES-UT SYSTEM
		13	ABOLISH CODE
		14	FOREIGN LANGUAGE INSTITUTE
		15	UT INSTITUTE FOR PUBLIC SERVICE
		16	UT MUNICIPAL TECHNICAL ADVISORY SERVICE
		17	UT COUNTY TECHNICAL ASSISTANCE SERVICE
		18	UT NATIONAL CHAMPIONSHIP LICENSE PLATES
		20	UT STATEWIDE CONTINUING EDUCATION-ABOLIS
		23	UT SPACE INSTITUTE
		25	UT AGRICULTURAL EXPERIMENT STATION
		26	UT AGRICULTURAL EXTENSION SERVICE
		28	UT COLLEGE OF VETERINARY MEDICINE
		30	UT MEMPHIS
		32	UT FAMILY MEDICINE
		34	UT COLLEGE OF MEDICINE
		40	UT CHATTANOOGA
		42	UT KNOXVILLE
		44	UT MARTIN

Dept. #	Department Name	Div. #	Division Name
		53	STATE TECHNICAL INSTITUTE AT MEMPHIS
		54	NASHVILLE STATE TECHNICAL INSTITUTE
		55	PELLISSIPPI STATE TECHNICAL COMMUNITY CO
		56	NORTHEAST STATE TECHNICAL COMMUNITY COLL
		60	TENNESSEE BOARD OF REGENTS
		61	ABOLISHED CODE
		62	TSU MCMINNIVILLE CENTER
		65	ETSU COLLEGE OF MEDICINE
		67	ETSU FAMILY PRACTICE
		70	AUSTIN PEAY STATE UNIVERSITY
		72	EAST TENNESSEE STATE UNIVERSITY
		74	UNIVERSITY OF MEMPHIS
		75	MIDDLE TENNESSEE STATE UNIVERSITY
		77	TENNESSEE STATE UNIVERSITY
		78	TENNESSEE TECHNOLOGICAL UNIVERSITY
		80	CHATTANOOGA STATE TECHNICAL COMMUNITY CO
		81	CLEVELAND STATE COMMUNITY COLLEGE
		82	COLUMBIA STATE COMMUNITY COLLEGE
		84	DYERSBURG STATE COMMUNITY COLLEGE
		86	JACKSON STATE COMMUNITY COLLEGE
		88	MOTLOW STATE COMMUNITY COLLEGE
		90	ROANE STATE COMMUNITY COLLEGE
		92	SHELBY STATE COMMUNITY COLLEGE
		94	VOLUNTEER STATE COMMUNITY COLLEGE
		96	WALTERS STATE COMMUNITY COLLEGE
		98	TENNESSEE TECHNOLOGY CENTERS
		99	HIGHER EDUCATION-UT & TBR
333	DEPARTMENT OF EMPLOYMENT SECURITY	01	EMPLOYMENT SECURITY
		02	DIVISION OF SPECIAL ADMINISTRATION
		03	EMPLOYMENT SECURITY BUILDING PROGRAM
		04	EMPLOYMENT SECURITY FUND
		99	EMPLOYMENT SECURITY FUND
335	DEPARTMENT OF COMMERCE AND INSURANCE	01	DIVISION OF ADMINISTRATION
		02	DIVISION OF INSURANCE
		03	DIVISION OF FIRE PREVENTION
		04	DIVISION OF TENNCARE OVERSIGHT
		05	DIVISION OF SECURITIES
		06	CONSUMER AFFAIRS
		07	FIRE AND CODES ENFORCEMENT ACADEMY
		08	911 EMERGENCY COMMUNICATIONS FUND
		09	RACING COMMISSION
		10	DIVISION OF REGULATORY BOARDS
		14	ABOLISHED CODE
		15	REAL ESTATE EDUC & RECOVERY
		16	AUCTIONEER EDUCATION/RECOVERY FUND
		17	BOARD OF PHARMACY-ABOLISHED
		18	ABOLISHED CODE
		27	TENNESSEE MOTOR VEHICLE COMMISSION -ABOL
		28	COMMISSION ON FIRE FIGHTING PERSONNEL
336	DEPARTMENT OF FINANCIAL INSTITUTIONS	30	ABOLISHED CODE
		00	DEPT OF FIN INST



Dept. #	Department Name	Div. #	Division Name
337	DEPARTMENT OF LABOR	01	DIVISION OF ADMINISTRATION
		02	TENNESSEE OCCUPATIONAL SAFETY AND HEALTH
		03	WORKERS' COMPENSATION
		04	DIVISION OF MINES
		05	BOILERS AND ELEVATORS
		06	LABOR STANDARDS
		07	EMPLOYMENT AND TRAINING
		08	SECOND INJURY FUND
		09	ADULT BASIC EDUCATION
		10	EMPLOYMENT SECURITY
		11	EMPLOYMENT DEVELOPMENT
		12	SPECIAL ADMINISTRATIVE
		13	EMPLOYMENT SECURITY BUILDING PROGRAM
		14	UNINSURED EMPLOYERS FUND
		99	EMPLOYMENT SECURITY TRUST FUND
339	DEPARTMENT OF MENTAL HEALTH AND MENTAL RETARDATION	01	ADMINISTRATIVE SERVICES DIVISION
		02	ABOLISHED CODE
		03	ABOLISHED CODE
		05	MENTAL HEALTH SERVICES ADMINISTRATION
		08	COMMUNITY MENTAL HEALTH SERVICES
		09	NON-TENNCARE MENTAL HEALTH SERVICES
		10	LAKESHORE MENTAL HEALTH INSTITUTE
		11	MIDDLE TENNESSEE MENTAL HEALTH INSTITUTE
		12	WESTERN MENTAL HEALTH INSTITUTE
		16	MOCCASIN BEND MENTAL HEALTH INSTITUTE
		17	MEMPHIS MENTAL HEALTH INSTITUTE
		20	ABOLISHED CODE
		21	MENTAL RETARDATION ADMINISTRATION
		22	DEVELOPMENTAL DISABILITIES COUNCIL
		23	COMMUNITY MENTAL RETARDATION SERVICES
		24	ABOLISHED CODE
		25	WEST TENNESSEE REGION
		26	MIDDLE TENNESSEE REGION
		27	GREENE VALLEY DEVELOPMENTAL CENTER
		28	WINSTON DEVELOPMENTAL CENTER
		29	ABOLISHED CODE
		40	MAJOR MAINTENANCE AND EQUIPMENT
		45	ABOLISHED CODE
340	DEPARTMENT OF YOUTH DEVELOPMENT	01	ABOLISHED CODE
		05	ABOLISH CODE
		10	ABOLISH CODE
		15	ABOLISHED CODE
		20	ABOLISH CODE
		25	ABOLISHED CODE
		30	ABOLISHED CODE
		35	ABOLISHED CODE
		40	ABOLISHED CODE
341	DEPARTMENT OF MILITARY	01	DIVISION OF ADMINISTRATION
		02	TENNESSEE ARMY NATIONAL GUARD
		03	TENNESSEE AIR NATIONAL GUARD
		04	TENNESSEE EMERGENCY MANAGEMENT AGENCY

Dept. #	Department Name	Div. #	Division Name
		06	ABOLISHED CODE
		07	ARMORIES MAINTENANCE
		09	TEMA DISASTER RELIEF GRANTS
		10	ARMORIES UTILITIES
343	DEPT OF HEALTH	01	EXECUTIVE ADMINISTRATION
		03	ADMINISTRATIVE SERVICES
		04	INFORMATION SYSTEMS
		05	BUREAU OF HEALTH LICENSURE AND REGULATIO
		07	EMERGENCY MEDICAL SERVICES
		08	LABORATORY SERVICES
		10	ADMIN-HEALTH RELATED BOARDS
		11	ABOLISHED CODE
		12	ABOLISH CODE
		13	ABOLISH CODE
		14	ABOLISHED CODE
		15	ABOLISHED CODE
		20	POLICY PLANNING AND ASSESSEMENT
		25	ABOLISHED CODE
		30	ABOLISHED CODE
		31	ABOLISHED CODE
		32	ABOLISHED CODE
		33	ABOLISHED CODE
		34	ABOLISHED CODE
		35	ABOLISHED CODE
		36	ABOLISHED CODE
		37	ABOLISHED CODE
		38	ABOLISHED CODE
		39	GENERAL ENVIROMENTAL HEALTH
		40	ABOLISHED CODE
		41	ABOLISHED CODE
		44	ALCOHOL AND DRUG ABUSE SERVICES
		45	HEALTH SERVICES ADMINISTRATION
		46	ABOLISHED CODE
		47	MATERNAL AND CHILD HEALTH
		48	ABOLISH CODE
		49	COMMUNICABLE AND ENVIRONMENTAL DISEASE S
		50	ABOLISH CODE
		52	POPULATION BASED SERVICES
		53	WIC SUPPLEMENTAL FOODS
		54	ABOLISHED CODE
		60	LOCAL HEALTH SERVICES
		65	ABOLISHED CODE
		66	ABOLISHED CODE
		67	ABOLISHED CODE
		68	ABOLISHED CODE
		69	ABOLISHED CODE
		70	NURSING HOME RESIDENT GRANT ASSISTANCE P
		73	INDIGENT HEALTH CARE POOL-ABOLISHED CODE
345	DEPARTMENT OF HUMAN SERVICES	01	DIVISION OF ADMINISTRATION
		13	CHILD SUPPORT
		16	FIELD OPERATIONS
		17	COUNTY RENTALS

Dept. #	Department Name	Div. #	Division Name
		23	TEMPORARY CASH ASSISTANCE
		25	FOOD STAMP COUPONS
		30	FAMILY ASSISTANCE SERVICES
		35	DISASTER RELIEF
		40	ABOLISHED CODE
		47	ABOLISHED CODE
		49	COMMUNITY SERVICES
		50	CHILD CARE FACILITIES LOAN PROGRAM
		70	VOCATIONAL REHABILITATION
		71	DISABILITY DETERMINATION
		79	ABOLISHED CODE
347	DEPARTMENT OF REVENUE	01	DIVISION OF ADMINISTRATION
		02	TAX ENFORCEMENT
		03	ABOLISHED CODE
		04	ABOLISHED CODE
		05	ABOLISHED CODE
		06	ABOLISHED CODE
		07	ABOLISHED CODE
		08	ABOLISHED CODE
		09	ABOLISHED CODE
		10	ABOLISHED CODE
		11	MANAGEMENT INFORMATION SYSTEMS DIVISION
		12	ABOLISHED CODE
		13	TAXPAYER SERVICES DIVISION
		14	AUDIT
		15	ABOLISHED CODE
		16	PROCESSING
		17	ABOLISHED CODE
		99	REVENUE REFUNDS
348	TENNESSEE BUREAU OF CRIMINAL INVESTIGATION	00	TENNESSEE BUREAU OF INVESTIGATION
349	DEPARTMENT OF SAFETY	01	DIVISION OF ADMINISTRATION
		02	DRIVER LICENSE ISSUANCE
		03	DIVISION OF HIGHWAY PATROL
		04	MOTORCYCLE RIDER EDUCATION
		05	ABOLISHED CODE
		06	AUTO THEFT INVESTIGATIONS
		07	MOTOR VEHICLES OPERATIONS
		08	DRIVER EDUCATION
		09	LAW ENFORCEMENT TRAINING ACADEMY
		10	POST COMMISSION
		11	TITLING AND REGISTRATION
		12	MAJOR MAINTENANCE
		13	TECHNICAL SERVICES
		14	C.I.D. ANTI-THEFT
351	MISCELLANEOUS APPROPRIATIONS	00	MISCELLANEOUS APPROPRIATIONS
353	EMERGENCY AND CONTINGENCY ACCOUNT	00	EMERGENCY AND CONTINGENCY ACCOUNT
355	CAPITAL IMPROVEMENTS	02	STATE BUILDING COMMISSION
		10	FINANCE & ADMINISTRATION/CORRECTION CAPI
		15	FINANCE & ADMINISTRATION/YOUTH DEV. CAPI

Dept. #	Department Name	Div. #	Division Name
		20	F&A - CONSERVATION CAPITAL PROGRAM
		25	DEPT. OF MENTAL HEALTH/ MENTAL RETARDATI
		26	DEPT. OF HEALTH AND ENVIRONMENT
		27	DEPT. OF AGRICULTURE
		28	TN WILDLIFE RESOURCES AGENCY
		29	DEPT. OF GENERAL SERVICES
		30	DEPT. OF HUMAN SERVICES
		31	DEPT. OF REVENUE
		32	DEPT. OF EDUCATION
		33	DEPT. OF SAFETY
		34	DEPT. OF TOURISM
		35	TN BUREAU OF INVESTIGATION
		36	VETERANS' AFFAIRS
		40	TENNESSEE STATE UNIVERSITY
		41	TBOR - UNIVERSITIES
		42	COMMUNITY COLLEGES
		43	TECHNICAL INSTITUTES
		44	AREA VOCATIONAL SCHOOLS
		45	TBOR - STATEWIDE PROJECTS
		50	ABOLISHED MASTER LEASE CLEARING
359	CHILDREN IN STATE CUSTODY	01	ABOLISHED CODE
		02	ABOLISHED CODE
		03	ABOLISHED CODE
		04	ABOLISHED CODE
		05	ABOLISHED CODE
		06	ABOLISHED CODE
		07	ABOSLISHED CODE
		08	CHILDREN'S SERVICES ADMINISTRATION
		10	ADMINISTRATION
		20	FAMILY SUPPORT SERVICES
		30	CUSTODY SERVICES
		40	ADOPTION SERVICES
		50	CHILD AND FAMILY MANAGEMENT
		60	WILDER DEVELOPMENT CENTER
		61	TAFT DEVELOPMENT CENTER
		62	WOODLAND HILLS DEVELOPMENT CENTER
		63	MOUNTAIN VIEW DEVELOPMENT CENTER
		65	COMMUNITY TREATMENT FACILITIES
		70	TENNESSEE PREPARATORY SCHOOL
		80	MAJOR MAINTENANCE
401	TRANSPORTATION HEADQUARTERS	00	DEPT OF TRANSPORATION HDQ
402	ABOLISHED CODE	00	BUREAU OF ADMINISTRATION
403	PLANNING AND PROGRAMMING	00	BUREAU OF PLANNING, DEVELOPMENT, AND OPE
411	HIGHWAYS HEADQUARTERS	00	BUREAU OF OPERATIONS
		99	Z TYPE J.V. FOR TDOT
412	ENGINEERING ADMINISTRATION	00	FIELD ENGINEERING
414	CLAIMS FOR INJURY AND DAMAGE	00	INSURANCE PREMIUMS
416	AREA MASS TRANSIT	00	MASS TRANSIT

Dept. #	Department Name	Div. #	Division Name
417	WATERWAYS AND RAIL TRANSPORTATION	00	WATERWAYS & RAIL CONSTRUCT
418	FIELD CONSTRUCTION OPERATIONS	00	FIELD CONSTRUCTION OPERATIONS
419	FIELD MAINTENANCE OPERATIONS	00	FIELD MAINTENANCE OPERATIONS
430	EQUIPMENT ADMINISTRATION	00	EQUIPMENT PURCHASES AND OPERATIONS
431	EQUIPMENT PURCHASES	00	ABOLISHED CODE
440	PLANNING AND RESEARCH	00	PLANNING AND RESEARCH
451	MAINTENANCE AND MARKING	00	HIGHWAY MAINTENANCE
452	RAILROAD SIGNALIZATION	00	ABOLISHED CODE
453	BETTERMENTS	00	HIGHWAY BETTERMENTS
455	STATE AID	00	STATE AID
461	RURAL ROADS CONSTRUCTION	00	RURAL ROAD CONSTRUCTION
462	FEDERAL SECONDARY CONSTRUCTION	00	SECONDARY CONSTRUCTION
470	STATE INDUSTRIAL ACCESS	00	STATE INDUSTRIAL ACCESS
471	STATE CONSTRUCTION	00	STATE CONSTRUCTION
472	INTERSTATE CONSTRUCTION	00	INTERSTATE CONSTRUCTION
473	PRIMARY CONSTRUCTION	00	PRIMARY CONSTRUCTION
474	URBAN CONSTRUCTION	00	URBAN CONSTRUCTION
475	FOREST HIGHWAY CONSTRUCTION	00	FOREST HIGHWAYS
476	APPALACHIA CONSTRUCTION	00	APPALACHIA CONSTRUCTION
478	LOCAL INTERSTATE CONNECTORS	00	LOCAL INTERSTATE CONNECTORS
479	STATE SECONDARY CONSTRUCTION	00	STATE SECONDARY CONSTRUCTION
480	STATE HWY CONSTRUCTION	00	STATE HWY CONSTRUCTION
481	CAPITAL IMPROVEMENTS	00	CAPITAL IMPROVEMENTS
482	OTHER CONSTRUCTION	00	OTHER CONSTRUCTION
484	GREAT RIVER ROAD	00	GREAT RIVER ROAD
485	HIGHWAY BEAUTIFICATION	00	HIGHWAY BEAUTIFICATION
486	TRAFFIC OPERATIONS	00	ABOLISHED CODE
487	METROPOLITAN URBAN	00	METROPOLITAN - URBAN
488	BRIDGE REPLACEMENT	00	BRIDGE REPLACEMENT
489	HIGHWAY SAFETY CONSTRUCTION	00	HIGHWAY SAFETY CONSTRUCTION
491	AERONAUTICS	00	AERONAUTICS COMMISSION
494	TRANSPORTATION EQUITY FUND	00	AIR, WATER, AND RAIL TRANSPORTATION
495	RETIREMENT OF BONDS	00	RETIREMENT OF BONDS
496	INTEREST ON STATE BONDS	00	INTEREST ON STATE BONDS

Dept. #	Department Name	Div. #	Division Name
497	DEBT SERVICE EXPENSE	00	DEBT SERVICE EXPENSE
499	INTEREST ON BOND ANTICIPATION NOTES	00	INTEREST ON BOND ANTICIPATION NOTES
501	FACILITIES REVOLVING FUND	01	FACILITIES REVOLVING FUND
		02	FRF-GS-MAJOR MAINTENANCE
		03	FRF-FACILITIES MANAGEMENT
		04	FRF-CAPITAL PROJECTS
		05	FRF-DEBT SERVICE
503	EQUIPMENT REVOLVING FUND	00	F&A - ERF ADMINISTRATION
		01	DEPT. OF AGRICULTURE-ERF
711	WITHHOLDING	00	WITHHOLDING
712	WITHHOLDING	00	WITHHOLDING
720	BACKUP WITHHOLDING	10	CORRECTIONS-INMATE PAYROLL
800	STATE FUNDING BOARD-FUND 33	00	ADMINISTRATIVE EXP. FUND 33
		01	SOLID WASTE FUND 33
		02	WATER WORKS FUND 33
		03	SEWER CONSTRUCTION FUND 33
801	STATE FUNDING BOARD-FUND 34	00	ADMINISTRATIVE EXPENSE-FUND 34
		01	SOLID WASTE- FUND 34
		02	WATER WORKS- FUND 34
		03	SEWER - FUND 34
		04	RURAL FIRE EQUIPMENT- FUND 34
802	STATE FUNDING BOARD-FUND 34 - RURAL FIRE	00	ADMINISTRATIVE EXPENSE - FUND 34
		01	SOLID WASTE - FUND 34
		02	WATER WORKS - FUND 34
		03	SEWER - FUND 34
		04	RURAL FIRE EQUIPMENT - FUND 34
803	STATE FUNDING BOARD-FUND 34 - CORRECTION	00	ADMINISTRATIVE EXPENSE-FUND 34
		01	SOLID WASTE - FUND 34
		02	WATER WORKS - FUND 34
		03	SEWER - FUND 34
		04	RURAL FIRE EQUIPMENT - FUND 34
804	STATE FUNDING BOARD-FUND 34 - AGRICULTUR	00	ADMINISTRATIVE EXPENSE - FUND 34
		01	SOLID WASTE - FUND 34
		02	WATER WORKS - FUND 34
		03	SEWER - FUND 34
		04	RURAL FIRE EQUIPMENT - FUND 334
806	SEWAGE TREATMENT FACILITIES LOAN PROGRAM	00	DIVISION OF ADMINISTRATION
		03	DIVISION OF SEWER
807	TLDA-- MHMR FACILITIES LOANS	00	ADMINISTRATION-FUND 34
		07	MH/MR FACILITIES- FUND 34
808	CLEAN WATER LOAN FUND	00	ADMINISTRATIVE
		02	WATER SYSTEM LOANS

## Data Model Appendix T - - Plate Classes

### Class Code Plate Description

#### AUTO

1000	AUTOMOBILE (REGULAR)	
1010	DISABLED DRIVER	
1011	DISABLED DRIVER (NO CHARGE)	
1012	HEARING IMPAIRED	
1110	AUTO DEALER "D" NEW	MAXIMUM PLATES 125
1112	AUTO DEALER "D" USED	MAXIMUM PLATES 125
1114	DEALER VEHICLE PREP	MAXIMUM PLATES 49
1116	DEALER MISC "DL"	MAXIMUM PLATES 49
1117	DEALER HEAVY DUTY TRUCK DEMO "DL"	MAXIMUM PLATES 7

#### PERSONALIZED

2000	AUTOMOBILE PERSONALIZED	
2005	DISABLED DRIVER PERSONALIZED	
2007	DISABLED DRIVER PERSONALIZED - CONFINED TO WHEELCHAIR	
2010	ENVIRONMENTAL PERSONALIZED	
2015	ANIMAL FRIENDLY PERSONALIZED	
2020	AUSTIN PEAY STATE UNIVERSITY PERSONALIZED	
2030	BELMONT UNIVERSITY PERSONALIZED	
2035	BRYAN COLLEGE PERSONALIZED	
2040	CARSON NEWMAN PERSONALIZED	
2045	CUMBERLAND UNIVERSITY PERSONALIZED	
2047	CHILDREN FIRST PERSONALIZED	
2050	EAST TENNESSEE STATE UNIVERSITY PERSONALIZED	
2060	LEE COLLEGE PERSONALIZED	
2070	MIDDLE TENNESSEE STATE UNIVERSITY PERSONALIZED	
2080	TENNESSEE STATE UNIVERSITY PERSONALIZED	
2090	TENNESSEE TECHNOLOGICAL UNIVERSITY PERSONALIZED	
2095	UNION UNIVERSITY PERSONALIZED	
2100	UNIVERSITY OF MEMPHIS PERSONALIZED	
2110	UNIVERSITY OF TENNESSEE PERSONALIZED	
2112	UNIVERSITY OF TENNESSEE FOOTBALL CHAMPIONSHIP PERSONALIZED	
2115	UNIVERSITY OF TENNESSEE WOMEN'S CHAMPIONSHIPS PERSONALIZED	
2120	UNIVERSITY OF TENNESSEE CHATTANOOGA PERSONALIZED	
2130	UNIVERSITY OF TENNESSEE KNOXVILLE PERSONALIZED	
2140	UNIVERSITY OF TENNESSEE MARTIN PERSONALIZED	
2140	UNIVERSITY OF TENNESSEE MARTIN PERSONALIZED - NEW ISSUE	
2150	UNIVERSITY OF TENNESSEE MEMPHIS PERSONALIZED	
2160	VANDERBILT UNIVERSITY PERSONALIZED	
2170	OLYMPIC PERSONALIZED	
2180	UNIVERSITY OF THE SOUTH PERSONALIZED	
2190	AUBURN UNIVERSITY PERSONALIZED	
2200	UNIVERSITY OF MISSISSIPPI PERSONALIZED	
2205	MISSISSIPPI STATE UNIVERSITY PERSONALIZED	
2210	UNIVERSITY OF FLORIDA PERSONALIZED	
2220	UNIVERSITY OF ARKANSAS PERSONALIZED	
2225	UNIVERSITY OF ALABAMA PERSONALIZED	
2230	PENN STATE PERSONALIZED	
2235	ARTS - COOL CAT PERSONALIZED	
2240	ARTS - FISH PERSONALIZED	
2245	VIRGINIA TECH UNIVERSITY PERSONALIZED	



**Class Code Plate Description**

2250	KING COLLEGE PERSONALIZED
2255	UNIVERSITY OF KENTUCKY PERSONALIZED
2260	AGRICULTURAL PERSONALIZED
2265	ST JUDE CHILDREN'S HOSPITAL PERSONALIZED
2270	DELTA SIGMA THETA SORORITY, INC. PERSONALIZED
2275	DUCKS UNLIMITED PERSONALIZED
2280	FRIENDS OF THE GREAT SMOKY MOUNTAINS PERSONALIZED
<b>2285</b>	<b>KNIGHTS OF COLUMBUS PERSONALIZED - ABOLISHED - DO NOT RENEW</b>
2290	FRATERNAL ORDER OF POLICE PERSONALIZED
2295	MOTHERS AGAINST DRUNK DRIVING (MADD) PERSONALIZED
2305	TENNESSEE WALKING HORSE ASSOCIATION PERSONALIZED
2310	POLICE BENEVOLENT ASSOCIATION PERSONALIZED
<b>2315</b>	<b>ROTARY CLUB PERSONALIZED - ABOLISHED - DO NOT RENEW</b>
<b>2325</b>	<b>SQUARE DANCE PERSONALIZED - ABOLISHED - DO NOT RENEW</b>
2330	HELPING SCHOOLS PERSONALIZED
2335	INDIANA UNIVERSITY PERSONALIZED
2340	MASONS PERSONALIZED
<b>2345</b>	<b>LIONS CLUB PERSONALIZED - ABOLISHED - DO NOT RENEW</b>
2350	WILDLIFE PERSONALIZED
2355	PHI BETA SIGMA PERSONALIZED
2360	FIRE FIGHTER IAFF LOGO ON PLATE PERSONALIZED
2365	TREVECCA NAZARENE UNIVERSITY PERSONALIZED
2370	LEMOYNE-OWEN COLLEGE PERSONALIZED
2375	RADNOR LAKE PERSONALIZED
2380	FISH AND WILDLIFE SPECIES - TURKEY - PERSONALIZED
2385	SPORTSMAN WILDLIFE FOUNDATION PERSONALIZED
2390	FISH AND WILDLIFE SPECIES - BEAR - PERSONALIZED
2395	PURDUE UNIVERSITY PERSONALIZED
2400	LEBONHEUR CHILDREN'S MEDICAL CENTER PERSONALIZED

**NON-PERSONALIZED**

3010	AMATEUR RADIO
3015	ANIMAL FRIENDLY
3020	ANTIQUE AUTO
3030	AUSTIN PEAY STATE UNIVERSITY
3040	BELMONT UNIVERSITY
3045	BRYAN COLLEGE
3050	CARSON NEWMAN
3060	CONGRESSIONAL MEDAL OF HONOR
3065	CUMBERLAND UNIVERSITY
3067	CHILDREN FIRST
3070	DISABLED VETERAN WITH WHEELCHAIR NO FEE
3071	DISABLED VETERAN WITH WHEELCHAIR W/FEE
3080	DISABLED VETERAN WITH OUT WHEELCHAIR
3082	HONORABLY DISCHARGED VETERAN
3084	VIETNAM VETERAN
3090	EAST TENNESSEE STATE UNIVERSITY
3100	EMERGENCY
3110	ENEMY EVADEE
3120	ENVIRONMENTAL
3130	FEDERAL JUDGE
3140	FIRE FIGHTER IAFF LOGO ON PLATE
3141	FIRE FIGHTER NO LOGO
3150	FRATERNAL ORDER OF POLICE



**Class Code Plate Description**

3160	HELPING SCHOOLS
3170	HONORARY CONSULAR
3175	INDIANA UNIVERSITY
3180	JUDICIARY
<b>3185</b>	<b>KNIGHTS OF COLUMBUS - ABOLISHED - DO NOT RENEW</b>
3190	LEE COLLEGE
3200	LEGION OF VALOR
3210	LEGISLATIVE HOUSE
3220	LEGISLATIVE SENATE
3230	LEGISLATIVE BLANKS
3240	LEGISLATIVE BLANKS HOUSE
3250	LEGISLATIVE BLANKS SENATE
<b>3260</b>	<b>LIONS CLUB - ABOLISHED - DO NOT RENEW</b>
3265	MASONS
3270	MIDDLE TENNESSEE STATE UNIVERSITY
3280	MUSIC CITY BUS
3290	NATIONAL GUARD ENLISTED (ADDITIONAL) - EXPIRE IN SEPTEMBER
3300	NATIONAL GUARD ENLISTED - EXPIRE IN SEPTEMBER
3310	NATIONAL GUARD OFFICERS - EXPIRE IN SEPTEMBER
	NOTE: OFFICER PLATES ARE RE-ISSUED EACH YEAR
3320	NATIONAL GUARD RETIRED - STAGGERED
3330	PEARL HARBOR SURVIVOR
3332	PENN STATE
3335	POLICE BENEVOLENT ASSOCIATION
3340	PRISONER OF WAR - NO FEE - PERMANENT
3341	PRISONER OF WAR WITH FEE
3350	PURPLE HEART (COMBAT WOUNDED)
3351	PURPLE HEART (COMBAT WOUNDED) NO CHARGE PERMANENT
3355	PHI BETA SIGMA
3359	RESCUE SQUAD - OFFICIALS
	NOTE: OFFICIALS PLATES (1 - 25) RE-ISSUED EACH YEAR
3360	RESCUE SQUAD
<b>3370</b>	<b>ROTARY CLUB - ABOLISHED - DO NOT RENEW</b>
3380	RURAL VOLUNTEER FIRE DEPARTMENT
3390	SHERIFF
<b>3400</b>	<b>SHRINE - ABOLISHED - DO NOT RENEW</b>
<b>3410</b>	<b>SQUARE DANCE - ABOLISHED - DO NOT RENEW</b>
3420	SUPREME COURT JUDICIARY
3430	TENNESSEE STATE UNIVERSITY
3440	TENNESSEE TECHNOLOGICAL UNIVERSITY
3445	UNION UNIVERSITY
3450	UNIVERSITY OF ARKANSAS
3460	UNIVERSITY OF FLORIDA
3465	UNIVERSITY OF KENTUCKY
3470	UNIVERSITY OF MEMPHIS
3480	UNIVERSITY OF TENNESSEE
3482	UNIVERSITY OF TENNESSEE FOOTBALL CHAMPIONSHIP
3485	UNIVERSITY OF TENNESSEE WOMEN'S BASKETBALL CHAMPIONSHIPS
3490	UNITED STATES MILITARY
3500	UNITED STATES CONGRESS
3510	UNITED STATES SENATE
3520	UNIVERSITY OF TENNESSEE CHATTANOOGA
3530	UNIVERSITY OF TENNESSEE KNOXVILLE
3540	UNIVERSITY OF TENNESSEE MARTIN

**Class Code Plate Description**

3540	UNIVERSITY OF TENNESSEE MARTIN - NEW ISSUE
3550	UNIVERSITY OF TENNESSEE MEMPHIS
3560	VANDERBILT UNIVERSITY
3570	WILDLIFE
3580	OLYMPIC
3590	UNIVERSITY OF THE SOUTH
3600	AUBURN UNIVERSITY
3605	MISSISSIPPI STATE UNIVERSITY
3610	UNIVERSITY OF MISSISSIPPI
3615	UNIVERSITY OF ALABAMA
3620	AGRICULTURE
3625	ARTS - COOL CAT
3630	DELTA SIGMA THETA SORORITY, INC.
3635	ARTS - FISH
3640	MOTHERS AGAINST DRUNK DRIVING (MADD)
3645	TENNESSEE WALKING HORSE ASSOCIATION
3650	ST JUDE CHILDREN'S HOSPITAL
3655	DUCKS UNLIMITED
3660	BOSNIA PEACEKEEPING VETERANS
3665	KOREAN WAR VETERANS
3670	OPERATION DESERT STORM VETERANS
3675	WORLD WAR II VETERANS
3680	FRIENDS OF THE GREAT SMOKY MOUNTAINS
3685	VIRGINIA TECH UNIVERSITY
3690	KING COLLEGE
3695	TREVECCA NAZARENE UNIVERSITY
3700	LEMOYNE-OWEN COLLEGE
3775	RADNOR LAKE
3780	FISH AND WILDLIFE SPECIES - TURKEY
3785	SPORTSMAN WILDLIFE FOUNDATION
3790	FISH AND WILDLIFE SPECIES - BEAR
3795	PURDUE UNIVERSITY
3800	LEBONHEUR CHILDREN'S MEDICAL CENTER

**FREIGHT**

4050	COMMERCIAL BUS 1 - 7 seats or less
4051	COMMERCIAL BUS 2 - over 7 seats but not more than 15
4052	COMMERCIAL BUS 3 - over 15 seats but not more than 25
4053	COMMERCIAL BUS 4 - over 25 seats but not more than 35
4054	COMMERCIAL BUS 5 - more than 35 seats
4101	P/1 PRIVATE CARRIER 9,000 lbs GVW
4102	P/1 PRIVATE CARRIER APPORTIONED
4103	P/2 PRIVATE CARRIER 16,000 lbs GVW
4104	P/2 PRIVATE CARRIER APPORTIONED
4105	P/3 PRIVATE CARRIER 20,000 lbs GVW
4106	P/3 PRIVATE CARRIER APPORTIONED
4107	P/4 PRIVATE CARRIER 26,000 lbs GVW
4108	P/4 PRIVATE CARRIER APPORTIONED
4109	P/5 PRIVATE CARRIER 32,000 lbs GVW
4110	P/5 PRIVATE CARRIER APPORTIONED
4111	P/6 PRIVATE CARRIER 38,000 lbs GVW
4112	P/6 PRIVATE CARRIER APPORTIONED
4113	P/7 PRIVATE CARRIER 44,000 lbs GVW
4114	P/7 PRIVATE CARRIER APPORTIONED

**Class Code Plate Description**

4115	P/8 PRIVATE CARRIER 56,000 lbs GVW	
4116	P/8 PRIVATE CARRIER APPORTIONED	
4117	P/9 PRIVATE CARRIER 66,000 lbs GVW	
4118	P/9 PRIVATE CARRIER APPORTIONED	
4119	P/10 PRIVATE CARRIER 74,000 lbs GVW	
4120	P/10 PRIVATE CARRIER APPORTIONED	
4121	P/11 PRIVATE CARRIER 80,000 lbs GVW	
4122	P/11 PRIVATE CARRIER APPORTIONED	
4130	P/1 BELLSOUTH COMMUNICATIONS	9,000 lbs GVW
4131	P/2 BELLSOUTH COMMUNICATIONS	16,000 lbs GVW
4132	P/3 BELLSOUTH COMMUNICATIONS	20,000 lbs GVW
4133	P/4 BELLSOUTH COMMUNICATIONS	26,000 lbs GVW
4134	P/5 BELLSOUTH COMMUNICATIONS	32,000 lbs GVW
4135	P/6 BELLSOUTH COMMUNICATIONS	38,000 lbs GVW
4136	P/7 BELLSOUTH COMMUNICATIONS	44,000 lbs GVW
4137	P/8 BELLSOUTH COMMUNICATIONS	56,000 lbs GVW
4138	P/9 BELLSOUTH COMMUNICATIONS	66,000 lbs GVW
4139	P/10 BELLSOUTH COMMUNICATIONS	74,000 lbs GVW
4140	P/11 BELLSOUTH COMMUNICATIONS	80,000 lbs GVW
4201	H/1 FOR HIRE 9,000 lbs GVW	
4202	H/1 FOR HIRE APPORTIONED	
4203	H/2 FOR HIRE 16,000 lbs GVW	
4204	H/2 FOR HIRE APPORTIONED	
4205	H/3 FOR HIRE 20,000 lbs GVW	
4206	H/3 FOR HIRE APPORTIONED	
4207	H/4 FOR HIRE 26,000 lbs GVW	
4208	H/4 FOR HIRE APPORTIONED	
4209	H/5 FOR HIRE 32,000 lbs GVW	
4210	H/5 FOR HIRE APPORTIONED	
4211	H/6 FOR HIRE 38,000 lbs GVW	
4212	H/6 FOR HIRE APPORTIONED	
4213	H/7 FOR HIRE 44,000 lbs GVW	
4214	H/7 FOR HIRE APPORTIONED	
4215	H/8 FOR HIRE 56,000 lbs GVW	
4216	H/8 FOR HIRE APPORTIONED	
4217	H/9 FOR HIRE 66,000 lbs GVW	
4218	H/9 FOR HIRE APPORTIONED	
4219	H/10 FOR HIRE 74,000 lbs GVW	
4220	H/10 FOR HIRE APPORTIONED	
4221	H/11 FOR HIRE 80,000 lbs GVW	
4222	H/11 FOR HIRE APPORTIONED	
4230	H/1 UNITED PARCEL SERVICE FOR HIRE 9,000 lbs GVW	
4231	H/2 UNITED PARCEL SERVICE FOR HIRE 16,000 lbs GVW	
4232	H/3 UNITED PARCEL SERVICE FOR HIRE 20,000 lbs GVW	
4233	H/4 UNITED PARCEL SERVICE FOR HIRE 26,000 lbs GVW	
4234	H/5 UNITED PARCEL SERVICE FOR HIRE 32,000 lbs GVW	
4235	H/6 UNITED PARCEL SERVICE FOR HIRE 38,000 lbs GVW	
4402	J/2 JOINT 16,000 lbs GVW	
4403	J/3 JOINT 20,000 lbs GVW	
4404	J/4 JOINT 26,000 lbs GVW	
4405	J/5 JOINT 32,000 lbs GVW	
4406	J/6 JOINT 38,000 lbs GVW	
4407	J/7 JOINT 44,000 lbs GVW	
4408	J/8 JOINT 56,000 lbs GVW	

**Class Code Plate Description**

4409	J/9 JOINT 66,000 lbs GVW
4410	J/10 JOINT 74,000 lbs GVW
4411	J/11 JOINT 80,000 lbs GVW
4502	BUS "A" APPORTIONED
4506	BUS "C" WITHIN MUNICIPALITY ONLY
4550	CONCRETE 15 MILE ZONE
4552	CONCRETE MULTI-COUNTY
4554	TRUCK 74,000 LBS 15 MILE ZONE
4556	TRUCK 74,000 LBS MULTI-COUNTY
4558	TRUCK 80,000 LBS 15 MILE ZONE
4560	TRUCK 80,000 LBS MULTI-COUNTY
4570	WELL DRILLER
4575	FIXED LOAD 9,000 LBS GVW
4576	FIXED LOAD 16,000 LBS GVW
4577	FIXED LOAD 20,000 LBS GVW
4578	FIXED LOAD 26,000 LBS GVW
4579	FIXED LOAD 32,000 LBS GVW
4580	FIXED LOAD 38,000 LBS GVW
4581	FIXED LOAD 44,000 LBS GVW
4582	FIXED LOAD 56,000 LBS GVW
4583	FIXED LOAD 66,000 LBS GVW
4584	FIXED LOAD 74,000 LBS GVW
4585	FIXED LOAD 80,000 LBS GVW
4600	MOBILE HOME
4605	MOBILE HOME

**MOTORCYCLE**

5000	MOTORCYCLE
5050	MOTORCYCLE DEALER
5100	MOTORCYCLE CULTURAL
5102	MOTORCYCLE AMATEUR RADIO
<b>5104</b>	<b>MOTORCYCLE SHRINE - ABOLISHED - DO NOT RENEW</b>
5106	MOTORCYCLE ANTIQUE
5108	MOTORCYCLE DISABLED
5109	MOTORCYCLE DISABLED (NO CHARGE)
5200	COMMERCIAL MOTORCYCLE

**STATE**

6010	S/1 STATE VEHICLE
6012	S/2 STATE VEHICLE
6014	S/3 STATE VEHICLE
6016	S/4 STATE VEHICLE
6018	S/5 STATE VEHICLE
6020	S/6 STATE VEHICLE
6022	S/7 STATE VEHICLE
6024	S/8 STATE VEHICLE

**GOV'T SERVICE**

7000	GOVERNMENT SERVICE
7010	GOVERNMENT SERVICE MOTORCYCLE

**TRAILERS**

8000	TRAILER "E"
8010	TRAILER "E" 10 YEAR

**Class Code Plate Description**

8020	SEMI TRAILER
8030	SEMI TRAILER APPORTIONED

**Attachment N: Implementation Schedule**

Dates in this attachment are tentative & subject to change, at the State's discretion, any time throughout the project.

<b><u>CRITICAL DATES</u></b>	<b><u>TARGETED IMPLEMENTATION MILESTONE</u></b>
August 8, 2001	Project Contract Signing and Start
<b><u>TRUST DEVELOPMENT</u></b>	
October 8, 2002	Complete the following TRUST Phases:
	Design Kick-off
	Design
	Construction
	Acceptance Test
<b><u>PHASE I IMPLEMENTATION</u></b>	
November 8, 2002	Complete Phase I Implementation for the following:
	Dept of Safety: T&R staff, selected Central Office staff
	TRICOR: selected Inventory staff
	Five (5) County Clerk Offices & Satellites
	Intranet (for DOS, TRICOR and Clerk Offices*)
	Extranet (for Lienholders* and Dealers*)
	Internet (for the General Public)
December 9, 2002	Complete State User Acceptance, Approval and Sign Off*
June 9, 2003	TRUST 12 month Warranty Period begins
<b><u>PHASE II IMPLEMENTATION</u></b>	
December 9, 2002	Complete Phase II Implementation at the following rate:
	County Clerk Offices & Satellites, counties 6 – 15
January 9, 2003	County Clerk Offices & Satellites, counties 16 – 25
February 10, 2003	County Clerk Offices & Satellites, counties 26 – 35
Etc. (In 1 month increments)	Etc. (10 per month for counties 36 – 85)
August 11, 2003	County Clerk Offices & Satellites, counties 86 – 95
<b><u>PROJECT CLOSURE</u></b>	
June 8, 2004	TRUST 12 month Warranty Period ends
June 8, 2004	Complete Project Closure

\* Net services implemented in Phase I for acceptance/sign-off purposes. Actual users are granted access in Phase II

**Attachment O: Test Environment**

**Unit Test** - Unit testing is performed on each module/program. Individual sets of test data and test plans will be created by the contractor to completely test internal conditions of the module/program. Successful unit testing occurs when the module's test plan is completed without failure. The test plan will reflect both positive and negative aspects of each option or condition within the module code.

**Integration Test** - Integration testing is performed on each sequence of related or dependent modules. Any sequence of modules which will be run concurrently or consecutively (module called subroutines or additional modules) to produce an output or a result will require integration testing. Full sets of test data and test plans will be produced by the contractor which will completely test any conditions within the sequence.

**System Test** - The System Test will determine the accurateness of all system processing and will verify system outputs. Full sets of test data and test plans will be produced by the Contractor, which will completely test and verify the system requirements.

**Capacity Evaluation Test** - Capacity Testing is performed by the Contractor at a system level and will test the limits of the system and will simulate a production environment at peak times. The Capacity Test will determine when the application conforms to acceptable response and hardware load conditions.

**State Acceptance Test** - State Acceptance Testing will occur after approval has been given for all unit, integration, and system testing. State Acceptance Testing will be performed by State Department of Safety Title & Registration et al staff and will determine the accurateness and completeness of the functional and technical requirements.

**Attachment P: Training Requirements**

**PHASE I**

Department of Safety, Metro Center, Nashville and Central Office, Foster Avenue, Nashville

Acceptance Test Team Training  
10 Users

System Operation and Maintenance Training  
5 Information Technology Staff

User Training in preparation for the Implementation of Phase I  
150 Users

TRICOR, Nashville  
User training in preparation for the Implementation of Phase I  
4 Users – TRUST Inventory Functions

Blount, Lawrence, Moore, Shelby, and Sumner Counties  
User training in preparation for the Implementation of Phase I  
108 Users\*

**PHASE II**

County Clerk Offices and Satellite Offices, 95 Tennessee Counties  
User training in preparation for the Implementation of Phase II  
891 Users\*

\* see Contract Attachment W: Implementation/Configuration Data



**Attachment Q: Conversion Requirements****Types of T&R Offices**

The current T&R System is a centralized, Nashville based mainframe system. Its users are located in all of the 95 Tennessee counties. These users interact with the mainframe system in four different ways which are:

1. T&R On-line offices that perform all data entry functions directly into the centralized mainframe system;
2. BIS offices that enter T&R data into their local BIS system and create a nightly "edited" batch file to send to the T&R system;
3. In-house and 3rd party vendors (other than BIS) offices that enter T&R data into their local system and create a nightly "unedited" batch file to send to the T&R system, and;
4. Manual offices that mail all paperwork to one of the T&R On-line offices.

Type of office	T&R On-line	B I S	In-house / 3 <sup>rd</sup> Party	Manual
* Number of offices	3	55	7	31

\* = T&R Metro Center Central Office + 95 county offices

The BIS "edited" batch file results from the BIS system performing data edit checks through its automated on-line inquiry with the centralized mainframe T&R system.

The T&R Metro Center Central Office corrects the errors detected during the nightly run of the 62 BIS, In-house, and 3<sup>rd</sup> Party office batch files. These offices then receive a weekly extract file providing feedback on the error correction activities.

**Conversion Constraints**

The Vendor must propose a conversion strategy that will minimize the impact on the existing Title and Registration System users.

Statewide law enforcement must continue to have access to T&R/TRUST data throughout the conversion and implementation process.

At the time TRUST is implemented for the T&R Metro Center Central Office, the current T&R system will be immediately discontinued in its entirety. All county clerk offices must be able to either switch to using the TRUST application as implemented, or must have modified their local systems to work seamlessly with the TRUST databases meeting all TRUST system requirements.

Any changes to existing county systems will be the responsibility of the county and not the TRUST Contractor.

If all office locations in Tennessee are implemented at the same time, Interface 4B – County Clerk System is not needed.

**The Current T & R System**

The processes and data of the Tennessee Titling and Registration system and its related subsystems will be converted to the TRUST system in its entirety. The current T & R system's most visible components are the main processes and databases that support the entering, editing, and retrieval of title and registration information. These main functions are in turn supported by 4 different subsystems that provide processing for various other pieces of the titling and registration process (i. e. plate inventory, disabled placards, correspondence, and provider access).

While the design of the new system will influence the actual data elements and conversion strategies, the following information should be useful when developing the conversion plan. The data below describes the data in its current structures.

### **Titling and Registration (DIMV)**

The main T & R functions are supported by five IMS databases and twelve DB2 tables. The IMS databases house the major system information (vehicle, owner, lien, title, plate/registration, activity history and system codes). The master database contains over ten million root segments and an additional thirteen million child segments. The DB2 tables used in the main processing deal with transaction data. Information is stored on these tables for transaction processing, data entry controls (user id's, review team definitions, valid counties, etc.), fund accumulation, and management statistics.

### **Tag Inventory (DITT)**

The Tag Inventory subsystem supports the tracking of plates from creation to destruction. It is comprised of fifteen DB2 tables that house information about tag definition, tag orders, tag release, tag assignment, tag status, personalize tag owners, as well as the source of all valid tags generated. The tag Master file contains over nine million tags.

### **Disabled Driver Placards/Dealer Plates (DIHP)**

The Placards/Dealer Plates subsystem maintains information about the issuance of Disabled Driver Placards and Dealer Plates. It does not interface with the major functions of T & R but houses the same type of information. This subsystem consists of three DB2 tables that contain customer information, placard/plate information, and a list of issuing cities and counties by zip code.

### **Correspondence (DIRC)**

When correspondence with an outside entity is required a form letter can be generated by the Correspondence system. This subsystem consists of six DB2 tables that control the creation and tracking of the letters. The tables house information about the predefined paragraph text, the user generated data in a letter, the audit trail of the letters and letter generation control information.

### **Provider's Access (DIPA)**

The State of Tennessee developed an on-line access to Department of Safety (Driver License and T & R) information. Selected entities could perform real-time inquiries of either system's information for a fee. While the delivered T & R information is provided from the databases defined above, the control and activity tracking are supported by four DB2 tables. These tables contain information about the entities, the entity's account, the defined transaction and fee information.

### **Shelby County (Possibly Others) Address Information**

Shelby County has a municipal wheel tax and prints its own renewals. As a result of this, Shelby County maintains customer address information on their computer system. This data will have to be converted/loaded into the TRUST System.

There may be other counties that have a similar requirement.

### **Other Considerations**

It should go without saying that a system of this age will have data discrepancies, and this one does. The conversion plan will accommodate efforts to identify the discrepancies and support the Department of Safety's effort to correct the data. Some examples of data discrepancies include: owner name differences between tag inventory, disabled driver and the T & R system; owner name data and its corresponding codes; uniqueness of plate/vehicle relationships; registration expiration data; date fields with invalid values; variations on lienholder name and addresses across vehicles; etc.

**Attachment R: Responsibility to Provide TRUST Hardware/Software/Services**

The respective responsibilities of the State and the Contractor to provide various hardware, software, and service components for TRUST are described in the table below. The State will provide all hardware/software/service components listed under the "State-Provided Hardware/Software/Service" column; the Contractor will provide, within their proposed costs, all hardware/software/service components listed under the "Contractor-Provided Hardware/Software/Service" column.

With regard to the software that the State requires the Contractor install on Counter-Position and Back-Office workstations, the Contractor is only required to provide the software required to meet TRUST requirements, including the General System Requirements.

<b>HARDWARE/SOFTWARE/SERVICES RESPONSIBILITIES</b>	
<b>State-Provided Hardware/Software/Services</b>	<b>Contractor-Provided Hardware/Software/Services</b>
Hardware and Software required to host the TRUST application at the State's Data Center in Nashville, Tennessee, including, but not limited to:  Application Servers (processors) Database Servers (processors) Web Servers (processors) Wide Area Network Online and offline storage media Software required for items above  Wide Area Network connections required at implementation sites	Hardware and software required to implement and run the TRUST application at all Phase I and Phase II implementation sites as defined in Contract Attachment W, including:  Counter Position Workstations Back-Office Workstations Reflective Paper Decal Capable Printers Imaging Hardware/Software Components  All other equipment, software, and incidentals required to accomplish Contractor's implementation solution

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**Attachment S: Counter Position Hardware/Software Specifications**

The new TRUST system is intended to support Point-of-Sale (POS) activities at a variety of locations, primarily County Clerk offices. Each of these offices is anticipated to have one or more Counter Position Workstations. These workstations will be equipped and programmed for POS activities and manned by a customer clerk where T&R activity occurs. The term 'workstation' is used since a variety of equipment will be required to support such activities. The POS must capture all activity (transactions) and keep a running total of all amounts due for the customer's session. The TRUST system must capture all monetary receipt information for all TRUST activity within the county or approved TDOS entity location. Back out of incomplete or erroneous transactions must be provided. Each transaction must be held in a pending status until the customer pays for all services rendered; then the transaction is committed to the data base when all requirements are met. Supervisor override is required to change any transaction once it is committed and funds are received.

During each customer session, all business transactions flow through the POS. Individual service processes are initiated to perform a specific task and return the essential service results to the POS. Each result/transaction is held by the POS until the customer session is completed. Essential service results include:

- Identification of an individual owner and/or registrant
- Verification of all data provided and/or validation
- Collection of taxes and fees
- Issuance of inventoried items

This information provides the basis for a receipt amount for the customer. Upon collection of the receipt amount, the transactions are "committed" (permanently recorded) to the database. If a session must be interrupted, the transactions may be temporarily suspended and resumed later. The entire business session or parts of it may be canceled. In addition to any inventory issued and recorded, a receipt or a certificate of registration or both may be printed for the customer. The TRUST system commits the fees and taxes for financial management, reporting, and audit trails.

All POS terminals or devices will operate primarily on-line. Information is to be entered at the terminal and sent to the TRUST system for processing and verification. The TRUST system will then return transaction information and verification to the terminal where required documents will be produced.

POS station must have the following capability:

- Perform Cash drawer functions
- A clerk identification device such as a thumbprint reader
- Provide Supervisor Controls
- Handle types of money tendered/also split tenders
- Provide an electronic journal
- Check endorsement
- Provide Printed Receipt
- Process Credit Cards
- Display the appropriate fees, calculate the total, and display it.
- Process customer ID information (Driver Licensee)

- Provide link from scanned documents to activity so they can be later scanned and or retrieved
- Capture information from Bar Code reader
- Capture signature digitally
- Have keypad for entering PIN such as used on Bank Debit Card
- Void any transaction that a purchaser asks for by mistake or changes his or her mind about. Supervisors will be authorized to void sales only within the same business day. Any requests received later must be referred to Central Office.
- Print decals, receipts, etc., including reprints, which may, for example, be necessitated by a printer jam.
- The TRUST-POS system must have the ability to void or change a previously completed transaction and still maintain the sales transaction sequence numbering integrity.
- The TRUST-POS system must provide alternative procedures (a back-up method) for certain TDOS activity, if the primary method fails. An off-line transaction system must capture and batch information that will be forwarded to the TRUST at a later time, at which time all work must be synced. The off-line POS system must produce valid renewals, etc., similar to the on-line system but without contacting the TRUST database
- All POS terminals will require on-line connections to TRUST regardless of transaction type.
- Provide for a display monitor with size and quality to view images that have been scanned into TRUST. See Contract Attachment U: Imaging, for more information.

The vendor may propose a PC and program the PC to handle all the required functionality of a POS machine (e.g., Cash drawer, post display, etc.); or the vendor may propose an existing POS machine that already has the required functionality, where user exits can be tailored to TRUST requirements (e.g., individual county pricing, printing forms, renewal stickers, etc.). In either proposed solution, the above requirements must be met.

Note:. A Counter Position Workstation is a yet to be defined collection of hardware for each counter position. A possible configuration might be:

- Point of Sale register or a PC and cash drawer,
- credit authorization terminal,
- bar code wand,
- customer identification device such as a thumbprint reader,
- Receipt Printer,
- Digital signature capture page,
- Post display for customer to view amount due,
- etc.

**Attachment T: Printer Specifications**

(References in this RFP to a Reflective Paper Decal Capable Printer are to this printer)

The TRUST system will require reliable printers that can accommodate a “print on demand sticker system”, and the other various functions described in the RFP. Printers must have a well-documented low cost of ownership, and a proven track record of being used successfully in other states for this purpose.

The printers will be used to print “on demand” documents and decals. The printer selected must have reliable results when feeding and printing an integrated registration and license plate sticker document. The printer must be able to use toners that have been tested and documented to be solvent and adhesion resistant for use in printing automobile stickers.

The printer must be able to support the 10 most commonly used forms in printer memory to avoid unnecessary bandwidth usage.

The printer must be able to support the paper sizes and weights needed for the forms to be supported.

The printer must have at least a one-year on-site warranty period.

The printer must be able to be managed remotely through a network management system.

At least one shared printer will be required for every two counter positions. For certain back-office positions, a printer will be required as needed for the type of work function to be supported.

Listed below are the minimum printer specifications for the TRUST system:

Rated Speed:	15 pages per minute or greater.
First Page Out:	less than 25 seconds from ready.
Warm up Time	less than 15 seconds from sleep, less than 45 seconds from power on.
Processor:	166 MHz or greater.
Duty Cycle:	40,000 pages or greater per month.
Memory:	8 MB or greater.
Expansion RAM:	Up to 128 MB or greater.
Memory Card:	1 slot or more.
Fonts:	Assorted Postscript and Barcode fonts, including PDF-417.
Resolution	600 x 600 dpi or greater.
Paper Feed:	One 500-page cassette, one 500-page multipurpose customizable cassette, plus manual feed.
Noise Level:	Under 55 dB.

## Attachment U: Imaging

### Image Solution Requirements

1. Must provide the proper controls to insure all documents to be imaged are properly accounted for and processed.
2. Must support a method for both a point of service scanning procedure and a back-office scanning procedure.
3. Must support a method for independent execution of document scanning, indexing, and verification procedures.
4. Must support a method for generating a barcode with interpretive text (or acceptable alternative) to be affixed to the document for activity tracking purposes at the time the document is received. The barcode (or acceptable alternative) will be used to automate the association of the document(s) with the appropriate TRUST activity.
5. Must provide the ability to uniquely identify each group of documents, each individual document or a selected page of a document for possible deletion and replacement.
6. Must provide for primary and foreign key indexing for each group of documents based on the processing of an activity by TRUST. The final primary and foreign key structure will be determined during design. The following is a list of conceptual indexing as represented in Contract Attachment L, Conceptual Data Model:

#### Primary Key

Entity Name	Attribute Name
Supporting Document	Activity Identifier
	Identifier

#### Foreign Keys

For Documents Related To Activities Associated With:	Source of Foreign Key
Refunds	Primary Key of Refund
Surety Bonds	Primary Key of Surety Bond
Cases	Primary Key of Case
Liens	Primary Key of Lien
Registrations	Primary Key of Registration
Information Requests	Primary Key of Information
Titles	Primary Key of Title
Hearing Impaired Decals, Non-Resident Permits, Drive Outs Tags, and Disabled Placards	Primary Key of Item
Personalized, Out of State Undercover, and Dealer Plates	Primary Key of Plate
Special Plate Initiation	Primary Key of Special Plate Initiation

7. Once an image is captured in TRUST, all foreign key indexing must be automatically updated as necessary based on the subsequent processing of the activity.
8. Must provide the ability to capture images via a scanner, fax, or import file.
9. Must provide the ability to store documents in tiff4 format and photographs in jpeg format.
10. Must provide the ability to designate selected documents or group of documents for secured access only.
11. Must provide the ability to add annotation(s) to imaged documents and have the option to print.
12. At the State's option, must provide the ability to store images on optical storage media.
13. Must provide the ability to retrieve images in cache with a response time of 2-3 seconds from click of mouse to free cursor from all workstations.
14. Must provide the ability to retrieve images from optical storage with a response time of 12-15 seconds from click of mouse to free cursor from all workstations.

## Scanner Specifications

15. At a minimum, each classification of scanner must operate in duplex mode within the range of speeds as listed below:

<b>Classification</b>	<b>Pages Per Minute at 200dpi portrait</b>
Low Volume Scanner	25-40
Medium Volume Scanner	41-60
High Volume Scanner	61-90

All classifications of scanners must meet the following **minimum** requirements:

- 16. Must have Automatic Document Feeder (ADF).
- 17. Must have ADF capacity of at least 100 sheets.
- 18. Must be capable of scanning the following paper sizes using ADF: 3" x 5" to 8.5" x 17".
- 19. ADF must be capable of feeding mixed batches of paper sizes within these ranges.
- 20. ADF must be capable of feeding paper within thickness ranges of .002" and 0.14".
- 21. Must be capable of capturing black and white images with resolution of both 200dpi and 300 dpi.
- 22. Must be capable of attaching to the proposed Counter Position and Back-Office Workstation as defined in Contract Attachment S: Counter Position Hardware/Software Specifications.



**Attachment V: Estimated Transaction Volume Counts**

Total Vehicles	9,500,000
Total Plates	6,500,000
Average plate renewals/year	6,000,000
Total Titles	9,250,000
Average titles issued/year	2,000,000
Total active Disabled placards	218,000
Total active Dealer Plates	33,000

County Name	3270 Terminals	Printers	3rd Party Vendors	Authorized MV Users	Registration Volume	Titles Issued by County Clerk	Title Volume by County of Residence	Title Volume by County of Registration
Anderson + 1 Satellite	3	3	BIS	17	65,000	23,000	23,300	19,000
Bedford	2	2	BIS	8	39,000	2,000	15,080	12,000
Benton	2	2	BIS	6	18,000	1,000	6,960	4,000
Bledsoe	1	1	Manual	2	9,000	-	3,480	3,000
Blount + 1 Satellite	0	0	Delta	6	118,000	22,000	46,800	38,000
Bradley	2	1	BIS	18	85,000	16,000	32,480	25,000
Campbell + 1 Satellite	3	0	BIS	8	33,000	12,000	13,920	11,000
Cannon	1	1	Manual	4	9,000	-	4,640	3,000
Carroll	5	5	Manual	5	28,000	-	10,440	6,000
Carter	3	0	BIS	7	54,000	2,000	20,880	17,000
Cheatham + 2 Satellites	0	0	Manual	13	33,000	-	11,600	9,000
Chester	3	2	Manual	4	14,000	1,000	5,800	3,000
Claiborne	2	2	BIS	1	32,000	-	12,760	9,000
Clay	3	3	Manual	3	9,000	-	3,480	3,000
Cocke	1	1	BIS	8	34,000	8,000	13,920	10,000
Coffee	2	2	BIS	12	49,000	1,000	18,560	14,000
Crockett	2	2	BIS	4	11,000	1,000	3,480	2,000
Cumberland	1	1	BIS	9	47,000	2,000	18,560	15,000
Davidson + 5 Satellites	1	3	Delta	75	635,000	142,000	233,000	163,000
Decatur	2	2	Manual	5	14,000	-	4,640	3,000
Dekalb	2	2	Manual	4	19,000	-	6,960	6,000
Dickson	1	1	BIS	15	40,000	14,000	15,080	14,000
Dyer	1	0	BIS	10	33,000	9,000	12,760	9,000
Fayette	1	1	BIS	9	29,000	1,000	9,280	6,000
Fentress	1	1	Manual	5	15,000	-	5,800	5,000
Franklin	2	2	BIS	9	37,000	2,000	12,760	11,000
Gibson	3	3	BIS	10	43,000	10,000	13,920	11,000
Giles	1	1	B Link	6	19,000	-	10,440	7,000
Grainger	5	6	Manual	4	19,000	-	6,960	5,000

County Name	3270 Terminals	Printers	3rd Party Vendors	Authorized MV Users	Registration Volume	Titles Issued by County Clerk	Title Volume by County of Residence	Title Volume by County of Registration
Greene	1	1	BIS	9	73,000	1,000	26,780	17,000
Grundy	2	2	Manual	4	14,000	-	5,800	4,000
Hamblen	2	2	BIS	19	51,000	6,000	23,200	22,000
Hamilton + 1 Satellite	9	7	IS Shop	77	401,000	116,000	111,960	118,000
Hancock	1	1	Manual	2	5,000	-	2,320	1,000
Hardemen	2	2	BIS	5	23,000	4,000	9,280	7,000
Hardin	3	3	BIS	7	26,000	1,000	9,280	6,000
Hawkins	1	3	BIS	13	47,000	11,000	17,400	12,000
Haywood	1	2	BIS	8	16,000	4,000	5,800	4,000
Henderson + 1 Satellite	1	1	BIS	5	24,000	1,000	9,280	6,000
Henry + 1 Satellite	3	2	BIS	7	31,000	13,000	11,600	10,000
Hickman	2	2	BIS	6	16,000	1,000	8,120	6,000
Houston	3	2	On-Line	2	8,000	3,000	2,320	3,000
Humphreys	1	1	Manual	5	24,000	-	6,960	4,000
Jackson	1	1	BIS	2	9,000	-	3,480	3,000
Jefferson	3	3	BIS	9	36,000	1,000	13,920	10,000
Johnson	2	2	BIS	4	18,000	7,000	6,960	6,000
Knox + 5 Satellites			On-Line	50	369,000	263,000	146,760	122,000
Lake	3	2	Manual	2	5,000	-	2,320	1,000
Lauderdale	1	1	BIS	5	20,000	-	8,120	5,000
Lawrence	2	2	B Link	1	56,000	2,000	15,080	13,000
Lewis	3	3	Manual	3	11,000	-	4,640	3,000
Lincoln	2	1	BIS	5	29,000	7,000	11,600	9,000
Loudon	2	2	BIS	9	39,000	1,000	15,080	11,000
Macon	4	4	Manual	5	19,000	-	8,120	6,000
Madison	5	5	BIS	12	88,000	3,000	32,680	20,000
Marion	3	0	BIS	4	27,000	1,000	10,440	7,000
Marshall	4	4	BIS	6	24,000	7,000	8,120	7,000
Maury	3	3	B Link	11	39,000	1,000	23,200	16,000
McMinn + 1 Satellite	2	0	BIS	10	49,000	6,000	17,400	14,000
McNairy	2	2	Manual	7	24,000	1,000	9,280	6,000
Meigs	2	2	Manual	4	10,000	-	4,640	3,000
Monroe + 2 Satellites	1	1	BIS	3	30,000	1,000	12,760	9,000
Montgomery + 1 Satellite	4	4	BIS	29	119,000	39,000	47,960	41,000
Moore	1	1	Manual	2	6,000	-	2,320	1,000
Morgan	2	2	Manual	3	17,000	-	5,800	4,000
Obion	2	2	BIS	7	31,000	7,000	11,600	9,000
Overton	3	3	Manual	6	17,000	-	6,960	5,000
Perry	1	1	Manual	1	9,000	-	3,480	2,000
Pickett	1	1	Manual	2	5,000	-	2,320	2,000

County Name	3270 Terminals	Printers	3rd Party Vendors	Authorized MV Users	Registration Volume	Titles Issued by County Clerk	Title Volume by County of Residence	Title Volume by County of Registration
Polk + 1 Satellite	3	3	BIS	3	17,000	5,000	5,800	5,000
Putnam + 2 Satellites	3	4	BIS	16	66,000	10,000	25,620	19,000
Rhea	2	1	BIS	6	30,000	5,000	11,600	8,000
Roane	1	1	BIS	11	46,000	11,000	16,240	12,000
Robertson + 2 Satellites	3	1	BIS	14	46,000	-	17,400	13,000
Rutherford + 1 Satellite	2	2	BIS	33	116,000	44,000	53,760	42,000
Scott	4	3	Manual	6	21,000	-	9,280	6,000
Sequatchie	1	1	BIS	4	14,000	-	5,800	4,000
Sevier + 2 Satellites			BIS	21	70,000	3,000	25,620	20,000
Shelby + 9 Satellites			IS Shop	79	712,000	177,000	240,160	183,000
Smith	1	1	Manual	6	18,000	-	6,960	5,000
Stewart	2	2	Manual	3	13,000	-	4,640	3,000
Sullivan + 2 Satellites	2	2	BIS	23	165,000	35,000	54,920	44,000
Sumner + 2 Satellites	2	2	BIS	20	104,000	9,000	38,480	32,000
Tipton + 2 Satellites	1	1	BIS	8	46,000	15,000	17,400	13,000
Trousdale	2	2	Manual	2	9,000	-	3,480	3,000
Unicoi	2	1	BIS	4	20,000	7,000	6,960	6,000
Union	3	3	Manual	4	15,000	1,000	5,800	3,000
Van Buren	2	2	Manual	1	5,000	-	1,160	1,000
Warren	2	2	BIS	9	33,000	2,000	12,760	9,000
Washington	2	2	BIS	7	107,000	35,000	38,480	30,000
Wayne	2	2	Manual	2	15,000	1,000	5,800	3,000
Weakley	2	1	BIS	7	29,000	3,000	10,440	7,000
White	5	5	Manual	4	24,000	-	8,120	6,000
Williamson	2	2	BIS	23	108,000	-	38,280	30,000
Wilson	2	2	BIS	25	77,000	-	27,940	20,000
Totals	200	181		999	5,381,000	1,140,000	1,975,780	1,525,000
Totals - Rounded	200	200		1,000	6,000,000	2,000,000		

**Attachment W: Implementation/Configuration Data**

<b>Location</b>	<b>System or Access</b>	<b>Authorized MV Users</b>	<b>Counter Position Workstations</b>	<b>Reflective Paper Decal Capable Printers</b>	<b>Back Office Workstations</b>	<b>Scanners *</b>	<b>Annual Scanner Volumes **</b>
<b>PHASE I Implementation</b>							
<b>Nashville Locations</b>	- -						
TDOS Metro Center	On-line	150	6	3	n/a		116,000
TDOS Foster Avenue	n/a	5	0	0	n/a		n/a
TRICOR	n/a	4	0	0	n/a		n/a
<b>County Locations</b>	- -						
Blount +1 Satellite	Delta	6	10	6	3		234,000
Lawrence	B Link	1	5	3	2		75,400
Moore	Manual	2	1	1	0		11,600
Shelby + 9 Satellites	IS Shop	79	50	26	17		1,200,800
Sumner + 2 Satellites	BIS	20	9	5	3		192,400
<b>PHASE I Totals</b>	- -	<b>267</b>	<b>81</b>	<b>44</b>	<b>25</b>	<b>TBD *</b>	<b>n/a</b>

\* **Scanners TBD:** To be determined at Implementation time

\*\* 2% of this volume are multiple-paged documents averaging 5 pages each; 20% are duplexed

<b>Location</b>	<b>System or Access</b>	<b>Authorized MV Users</b>	<b>Counter Position Workstations</b>	<b>Reflective Paper Decal Capable Printers</b>	<b>Back Office Workstations</b>	<b>Scanners *</b>	<b>Annual Scanner Volumes **</b>
<b>PHASE II Implementation</b>							
Anderson +1 Satellite	BIS	17	6	4	2		116,500
Bedford	BIS	8	4	3	1		75,400
Benton	BIS	6	2	2	1		34,800
Bledsoe	Manual	2	1	1	0		17,400
Bradley	BIS	18	8	5	3		162,400
Campbell +1 Satellite	BIS	8	3	2	1		69,600
Cannon	Manual	4	1	1	0		23,200
Carroll	Manual	5	3	2	1		52,200
Carter	BIS	7	5	3	2		104,400
Cheatham +2 Satellites	Manual	13	3	2	1		58,000
Chester	Manual	4	2	2	1		29,000
Claiborne	BIS	1	3	2	1		63,800
Clay	Manual	3	1	1	0		17,400

<b>Location</b>	<b>System or Access</b>	<b>Authorized MV Users</b>	<b>Counter Position Workstations</b>	<b>Reflective Paper Decal Capable Printers</b>	<b>Back Office Workstations</b>	<b>Scanners *</b>	<b>Annual Scanner Volumes **</b>
Cocke	BIS	8	3	2	1		69,600
Coffee	BIS	12	5	3	2		92,800
Crockett	BIS	4	1	1	0		17,400
Cumberland	BIS	9	4	3	1		92,800
Davidson +5 Satellites	Delta	75	53	27	18		1,165,000
Decatur	Manual	5	2	2	1		23,200
Dekalb	Manual	4	2	2	1		34,800
Dickson +1 Satellite	BIS	15	4	3	1		75,400
Dyer	BIS	10	3	2	1		63,800
Fayette	BIS	9	3	2	1		46,400
Fentress	Manual	5	2	2	1		29,000
Franklin	BIS	9	4	3	1		63,800
Gibson	BIS	10	4	3	1		69,600
Giles	B Link	6	2	2	1		52,200
Grainger	Manual	4	2	2	1		34,800
Greene	BIS	9	7	4	2		133,900
Grundy	Manual	4	2	2	1		29,000
Hamblen +1 Satellite	BIS	19	5	3	2		116,000
Hamilton +1 Satellite	IS Shop	77	34	18	11		559,800
Hancock	Manual	2	1	1	0		11,600
Hardemen	BIS	5	2	2	1		46,400
Hardin	BIS	7	3	2	1		46,400
Hawkins +1 Satellite	BIS	13	4	3	1		87,000
Haywood	BIS	8	2	2	1		29,000
Henderson +1 Satellite	BIS	5	2	2	1		46,400
Henry +1 Satellite	BIS	7	3	2	1		58,000
Hickman	BIS	6	2	2	1		40,600
Houston	On-line	2	1	1	0		11,600
Humphreys	Manual	5	2	2	1		34,800
Jackson	BIS	2	1	1	0		17,400
Jefferson	BIS	9	3	2	1		69,600
Johnson	BIS	4	2	2	1		34,800
Knox + 5 Satellites	On-line	50	31	16	10		733,800
Lake	Manual	2	1	1	0		11,600
Lauderdale	BIS	5	2	2	1		40,600

<b>Location</b>	<b>System or Access</b>	<b>Authorized MV Users</b>	<b>Counter Position Workstations</b>	<b>Reflective Paper Decal Capable Printers</b>	<b>Back Office Workstations</b>	<b>Scanners *</b>	<b>Annual Scanner Volumes **</b>
Lewis	Manual	3	1	1	0		23,200
Lincoln	BIS	5	3	2	1		58,000
Loudon	BIS	9	4	3	1		75,400
Macon	Manual	5	2	2	1		40,600
Madison	BIS	12	8	5	3		163,400
Marion	BIS	4	3	2	1		52,200
Marshall	BIS	6	3	2	1		40,600
Maury	B Link	11	4	3	1		116,000
McMinn +1 Satellite	BIS	10	5	3	2		87,000
McNairy	Manual	7	3	2	1		46,400
Meigs	Manual	4	1	1	0		23,200
Monroe +2 Satellites	BIS	3	3	2	1		63,800
Montgomery +1 Satellite	BIS	29	10	6	3		239,800
Morgan	Manual	3	2	2	1		29,000
Obion	BIS	7	3	2	1		58,000
Overton	Manual	6	2	2	1		34,800
Perry	Manual	1	1	1	0		17,400
Pickett	Manual	2	1	1	0		11,600
Polk + 1 Satellite	BIS	3	2	2	1		29,000
Putnam + 2 Satellites	BIS	16	6	4	2		128,100
Rhea	BIS	6	3	2	1		58,000
Roane	BIS	11	4	3	1		81,200
Robertson + 2 Satellites	BIS	14	4	3	1		87,000
Rutherford + 1 Satellite	BIS	33	10	6	3		268,800
Scott	Manual	6	2	2	1		46,400
Sequatchie	BIS	4	2	2	1		29,000
Sevier + 2 Satellites	BIS	21	6	4	2		128,100
Smith	Manual	6	2	2	1		34,800
Stewart	Manual	3	2	2	1		23,200
Sullivan + 2 Satellites	BIS	23	14	8	5		274,600
Tipton + 2 Satellites	BIS	8	4	3	1		87,000
Trousdale	Manual	2	1	1	0		17,400
Unicoi	BIS	4	2	2	1		34,800
Union	Manual	4	2	2	1		29,000
Van Buren	Manual	1	1	1	0		5,800

<b>Location</b>	<b>System or Access</b>	<b>Authorized MV Users</b>	<b>Counter Position Workstations</b>	<b>Reflective Paper Decal Capable Printers</b>	<b>Back Office Workstations</b>	<b>Scanners *</b>	<b>Annual Scanner Volumes **</b>
Warren	BIS	9	3	2	1		63,800
Washington	BIS	7	9	5	3		192,400
Wayne	Manual	2	2	2	1		29,000
Weakley	BIS	7	3	2	1		52,200
White	Manual	4	2	2	1		40,600
Williamson	BIS	23	10	6	3		191,400
Wilson	BIS	25	7	4	2		139,700
<b>PHASE II Totals</b>	<b>- -</b>	<b>891</b>	<b>405</b>	<b>200</b>	<b>137</b>	<b>TBD *</b>	<b>9,994,900</b>

\* Scanners TBD: To be determined at Implementation time

\*\* 2% of this volume are multiple-paged documents averaging 5 pages each; 20% are duplexed

1. Counter positions are the number of physical Title and Registration windows analogous to a bank teller. They would be staffed 100% only during peak periods
2. Counter Position Workstations were based on an average of 12,000 registrations per counter location/year based on expected productivity increases from new system.
3. A shared printer would be configured as one for each two counter positions with three drawers for forms, title and registration renewal card and possible print on demand renewal sticker.
4. A Back Office Workstation would be capable of performing all TRUST functions exclusive of those unique to Counter Position Workstations. Note that the Contractor is only required to provide the software for these workstations that is necessary to meet TRUST requirements, including General System Requirements.

## **9 RFP ATTACHMENTS**

<b>Attachment 9.1</b>	<b>Certification of Compliance .....</b>	<b>502</b>
<b>Attachment 9.2</b>	<b>Cost Proposal Format .....</b>	<b>503</b>
<b>Attachment 9.3</b>	<b>Proposer Response/Technical Proposal Evaluation Manual.....</b>	<b>510</b>
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<b>Attachment 9.10</b>	<b>Organization Chart .....</b>	<b>545</b>
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<b>Attachment 9.13</b>	<b>Personnel Resume Format .....</b>	<b>567</b>
<b>Attachment 9.14</b>	<b>Documentation Repository .....</b>	<b>569</b>



**Attachment 9.1****Certification of Compliance****RFP # 317.30.004**

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**Proposer Name**

By indication of the authorized signature below, the Proposer does hereby make certification and assurance of the Proposer's compliance with:

1. the laws of the State of Tennessee;
2. Title VI of the Civil Rights Act of 1964;
3. the Equal Employment Opportunity Act and the regulations issued thereunder by the federal government;
4. the Americans with Disabilities Act of 1990 and the regulations issued thereunder by the federal government;
5. the condition that the submitted proposal was independently arrived at, without collusion, under penalty of perjury; and,
6. the condition that no amount shall be paid directly or indirectly to an employee or official of the State of Tennessee as wages, compensation, or gifts in exchange for acting as an officer, agent, employee, subcontractor, or consultant to the Proposer in connection with the procurement under this RFP.

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**Proposer Signature and Date**

**Attachment 9.2**  
**Cost Proposal Format**  
**RFP 317.30.004**

**NOTICE TO PROPOSER:**

This Cost Proposal must specifically record below the exact cost amount(s) proposed in the appropriate space(s) as required herein. Said cost proposed must incorporate all cost for the proposed scope of services for the total contract period.

The Cost Proposal shall record only the cost proposed as required, and shall not record any other rates, amounts, or information. It shall not record any text that could be construed as a qualification of the cost proposed. If the Proposer fails to specify the Cost Proposal as required, the State shall determine the proposal to be nonresponsive and reject it.

**The Proposer must sign and date the Cost Proposal.**

---

Proposer Name

The Proposer shall indicate below the offered price for providing all services proposed including all services as defined in the *pro forma* contract Scope of Services of the subject RFP.

**DO NOT LEAVE ANY COST CELLS BLANK.**

**PRODUCT DEVELOPMENT FIXED COST**

PHASE	PHASE COST CEILING <b>DO NOT EXCEED *</b> (For State Use Only)	ENTER COST BELOW
Design Phase Kick-Off	3%	
Design	10%	
Construction	40%	
Acceptance Test	65%	
Implementation	100%	
TOTAL PROD. DEV. FIXED COST **		<b>(For State Use Only)</b>

\* **Take careful note of the Phase Cost Ceilings described above**, which are cumulative percentages of the Total Product Development Fixed Cost. Regardless of the fixed costs that the Proposer submits, the “cumulative total cost” for any given phase cannot exceed the percentage for that phase given above. (The cumulative total cost for a phase is derived by adding all prior phase fixed costs to the cost for the phase under consideration.)

For example, if the Total Application Fixed Cost were \$100,000.00, the fixed cost for the Design Phase Kick-Off could not exceed 3% or \$3,000.00. The fixed cost for the Design Phase Kick-Off and Design Phase added together could not exceed 10% or \$10,000.00. Therefore, if the Proposer decides to propose only \$1,000 for the

Design Phase Kick-Off, the remaining \$2,000 may be carried forward into the next, or subsequent phases. In this example, the Proposer could propose a cost of \$9,000.00 for the Design Phase, and still be within the Cost Ceiling of 10% for the Design Phase. This same principle applies to all of the phases.

**Note: It is expected that the phase payments will be consistent with the effort required for each phase as reflected in the work plan submitted as part of the proposal.** In any case, the phase payments must not exceed a cumulative percentage of the total fixed fee based on the percentages given above. See note \*\*.

\*\* If a cost entered as a per-phase cost exceeds the phase cost ceiling, the State will accept and evaluate the "Total Prod. Dev. Fixed Cost." For contract purposes, however, the per-phase costs proposed will be adjusted so that the defined ceilings are not exceeded.

➤ **SEE NEXT PAGE FOR ADDITIONAL REQUIRED COST PROPOSAL RESPONSES.**

**COUNTY CLERK IMPLEMENTATION COST**

	<b>COUNTY CLERK IMPLEMENTATION SITE</b>	<b>ENTER COST BELOW</b>
1.	Anderson (Main Office + 1 Satellite)	
2.	Bedford	
3.	Benton	
4.	Bledsoe	
5.	Blount (Main Office + 3 Satellites)	
6.	Bradley	
7.	Campbell (Main Office + 1 Satellite)	
8.	Cannon	
9.	Carroll	
10.	Carter	
11.	Cheatham (Main Office + 2 Satellites)	
12.	Chester	
13.	Claiborne	
14.	Clay	
15.	Cocke	
16.	Coffee	
17.	Crockett	
18.	Cumberland	
19.	Davidson (Main Office + 5 Satellites)	
20.	Decatur	
21.	Dekalb	
22.	Dickson (Main Office + 1 Satellite)	
23.	Dyer	
24.	Fayette	
25.	Fentress	
26.	Franklin	
27.	Gibson	
28.	Giles	
29.	Grainger	
30.	Greene	
31.	Grundy	
32.	Hamblen	
33.	Hamilton (Main Office + 1 Satellite)	
34.	Hancock (Main Office + 1 Satellite)	
35.	Hardemen	

➤ **SEE NEXT PAGE FOR CONTINUATION OF COUNTY CLERK IMPLEMENTATION COST RESPONSES.**

	<b>COUNTY CLERK IMPLEMENTATION SITE</b>	<b>ENTER COST BELOW</b>
36.	Hardin	
37.	Hawkins (Main Office + 1 Satellite)	
38.	Haywood	
39.	Henderson (Main Office + 1 Satellite)	
40.	Henry (Main Office + 1 Satellite)	
41.	Hickman	
42.	Houston	
43.	Humphreys	
44.	Jackson	
45.	Jefferson	
46.	Johnson	
47.	Knox (Main Office + 5 Satellites)	
48.	Lake	
49.	Lauderdale	
50.	Lawrence	
51.	Lewis	
52.	Lincoln	
53.	Loudon	
54.	McMinn (Main Office + 1 Satellite)	
55.	McNairy	
56.	Macon	
57.	Madison	
58.	Marion	
59.	Marshall	
60.	Maury	
61.	Meigs	
62.	Monroe (Main Office + 2 Satellites)	
63.	Montgomery (Main Office + 1 Satellite)	
64.	Moore	
65.	Morgan	
66.	Obion	
67.	Overton	
68.	Perry	
69.	Pickett	

➤ **SEE NEXT PAGE FOR CONTINUATION OF COUNTY CLERK IMPLEMENTATION COST RESPONSES.**

	<b>COUNTY CLERK IMPLEMENTATION SITE</b>	<b>ENTER COST BELOW</b>
70.	Polk (Main Office + 1 Satellite)	
71.	Putnam (Main Office + 2 Satellites)	
72.	Rhea	
73.	Roane	
74.	Robertson (Main Office + 2 Satellites)	
75.	Rutherford (Main Office + 1 Satellite)	
76.	Scott	
77.	Sequatchie	
78.	Sevier (Main Office + 2 Satellites)	
79.	Shelby (Main Office + 9 Satellites)	
80.	Smith	
81.	Stewart	
82.	Sullivan (Main Office + 2 Satellites)	
83.	Sumner (Main Office + 2 Satellites)	
84.	Tipton (Main Office + 2 Satellites)	
85.	Trousdale	
86.	Unicoi	
87.	Union	
88.	Van Buren	
89.	Warren	
90.	Washington (Main Office + 1 Satellite)	
91.	Wayne	
92.	Weakley	
93.	White	
94.	Williamson	
95.	Wilson (Main Office + 2 Satellites)	
TOTAL CNTY. CLERK IMPL. COST		<b>(For State Use Only)</b>

➤ **SEE NEXT PAGE FOR ADDITIONAL REQUIRED COST PROPOSAL RESPONSES.**

**LINE ITEM HARDWARE/SOFTWARE COST**

HARDWARE/SOFTWARE ITEM	QUANTITY (DO NOT CHANGE)	ENTER COST PER ITEM BELOW
Counter Position Workstation	Each	
Back-Office Workstation	Each	
Reflective Paper Decal Capable Printer	Each	
Imaging Hardware/Software Components		
Imaging User License--Per Seat (search, retrieve, view, print, etc.)	Each	
Imaging Indexing License--Per Seat	Each	
Imaging Verifier License--Per Seat	Each	
Low Volume Scanner, 25-40 PPM	Each	
Low Volume Scan Driver	Each	
Medium Volume Scanner, 41-60 PPM	Each	
Medium Volume Scan Driver	Each	
High Volume Scanner, 61-90 PPM	Each	
High Volume Scan Driver	Each	
TOTAL LINE ITEM HARDWARE/SOFTWARE COST		<b>(For State Use Only)</b>

**CHANGE ORDER HOURLY RATE**

ENTER CHANGE ORDER HOURLY RATE BELOW

➤ **SEE NEXT PAGE FOR ADDITIONAL REQUIRED COST PROPOSAL RESPONSES.**

**APPLICATION SUPPORT COST**

	YEAR	ENTER APPLICATION SUPPORT HOURLY RATES BELOW
Hourly rate to provide <b>Installation/Desktop Support</b> services for the TRUST system	YEAR 1	
Hourly rate to provide <b>Installation/Desktop Support</b> services for the TRUST system	YEAR 2	
Hourly rate to provide <b>Installation/Desktop Support</b> services for the TRUST system	YEAR 3	
Hourly rate to provide <b>Installation/Desktop Support</b> services for the TRUST system	YEAR 4	
Hourly rate to provide <b>Training</b> services for the TRUST system	YEAR 1	
Hourly rate to provide <b>Training</b> services for the TRUST system	YEAR 2	
Hourly rate to provide <b>Training</b> services for the TRUST system	YEAR 3	
Hourly rate to provide <b>Training</b> services for the TRUST system	YEAR 4	
Hourly rate to provide <b>Development/Other</b> services for the TRUST system	YEAR 1	
Hourly rate to provide <b>Development/Other</b> services for the TRUST system	YEAR 2	
Hourly rate to provide <b>Development/Other</b> services for the TRUST system	YEAR 3	
Hourly rate to provide <b>Development/Other</b> services for the TRUST system	YEAR 4	
TOTAL APPLIC. SUPP. HOURLY RATE		<b>(For State Use Only)</b>

The proposed costs contained herein and the submitted technical proposal associated with these costs shall remain valid for at least one hundred twenty (120) days subsequent to the date of the Cost Proposal opening and thereafter in accordance with any resulting contract between the Proposer and the State.

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Proposer Signature and Date



**Attachment 9.3****Proposer Response/Technical Proposal Evaluation Manual****RFP # 317.30.004****GENERAL INFORMATION**

The Technical Proposal Evaluation is divided into the following sections and subsections:

<b>Section</b>	<b>Possible Score</b>
Basic Proposal Requirements Checklist	Pass/Fail
General Proposer Qualifications and Experience	200
Technical Approach (500 pts.)	
Project Approach	75
Project Management	50
Data Model	75
Process Model	150
Interfaces	50
General System Requirements	60
Reports and Inquiries	10
Forms and Decals	10
Correspondence	10
Fee Schedules	10

**Technical Proposal Evaluation Process**

Each question will be given a point score from zero (0) to five (5) by the evaluator. This score will then be multiplied by the question's weight as specified in this manual to yield the "Weighted Score." All scores and weights will be positive whole numbers. Weighted Scores will be summed within each section to yield the "Total Raw Weighted Score" for that section.

Each section will have a "Possible Raw Weighted Score," which would be the number of points attained, after the weighting, if the Proposer achieved a perfect score on every question. This Possible Raw Weighted Score will be stated at the end of the section.

After all sections for a given Proposer have been scored, the Total Raw Weighted Scores and the Possible Raw Weighted Scores will be used in the formulae that appear on the following page. Technical Approach points will be summed. The amounts derived will be entered into the Proposal Score Summary Matrix, RFP Attachment 9.5.

The raw point scale to be used during the evaluation process runs from zero (0) to five (5). General guidelines for assigning points are as follows:

- 0** -- No value
- 1** -- Poor
- 2** -- Below Average
- 3** -- Average
- 4** -- Above Average
- 5** -- Excellent

**TECHNICAL PROPOSAL POINTS****GENERAL PROPOSER QUALIFICATIONS AND EXPERIENCE -- 200 POINTS**

TOTAL RAW WEIGHTED SCORE \_\_\_\_\_ X 200 = \_\_\_\_\_  
POSSIBLE RAW WEIGHTED SCORE (230)

=====

**TECHNICAL APPROACH -- (500 POINTS)****PROJECT APPROACH -- 75 POINTS**

TOTAL RAW WEIGHTED SCORE \_\_\_\_\_ X 75 = \_\_\_\_\_  
POSSIBLE RAW WEIGHTED SCORE (115)

**PROJECT MANAGEMENT -- 50 POINTS**

TOTAL RAW WEIGHTED SCORE \_\_\_\_\_ X 50 = \_\_\_\_\_  
POSSIBLE RAW WEIGHTED SCORE (510)

**DATA MODEL -- 75 POINTS**

TOTAL RAW WEIGHTED SCORE \_\_\_\_\_ X 75 = \_\_\_\_\_  
POSSIBLE RAW WEIGHTED SCORE (5)

**PROCESS MODEL -- 150 POINTS**

TOTAL RAW WEIGHTED SCORE \_\_\_\_\_ X 150 = \_\_\_\_\_  
POSSIBLE RAW WEIGHTED SCORE (1,260)

**INTERFACES -- 50 POINTS**

TOTAL RAW WEIGHTED SCORE \_\_\_\_\_ X 50 = \_\_\_\_\_  
POSSIBLE RAW WEIGHTED SCORE (115)

**GENERAL SYSTEM REQUIREMENTS -- 60 POINTS**

TOTAL RAW WEIGHTED SCORE \_\_\_\_\_ X 60 = \_\_\_\_\_  
POSSIBLE RAW WEIGHTED SCORE (5)

**REPORTS AND INQUIRIES -- 10 POINTS**

TOTAL RAW WEIGHTED SCORE \_\_\_\_\_ X 10 = \_\_\_\_\_  
POSSIBLE RAW WEIGHTED SCORE (5)

**FORMS AND DECALS -- 10 POINTS**

TOTAL RAW WEIGHTED SCORE \_\_\_\_\_ X 10 = \_\_\_\_\_  
POSSIBLE RAW WEIGHTED SCORE (5)

**CORRESPONDENCE -- 10 POINTS**

TOTAL RAW WEIGHTED SCORE \_\_\_\_\_ X 10 = \_\_\_\_\_  
POSSIBLE RAW WEIGHTED SCORE (5)

**FEE SCHEDULES -- 10 POINTS**

TOTAL RAW WEIGHTED SCORE \_\_\_\_\_ X 10 = \_\_\_\_\_  
POSSIBLE RAW WEIGHTED SCORE (5)

**TOTAL TECHNICAL APPROACH POINTS** \_\_\_\_\_

---

 Proposer Name

---

 Evaluator

---

 Review Date

## **1. BASIC PROPOSAL REQUIREMENTS CHECKLIST**

There are three basic proposal requirements areas: Proposal Arrival Time and Packaging; Proposal Transmittal letter; and Mandatory Proposer Qualifications. The RFP Coordinator will evaluate each of these areas and will, with the assistance of the Proposal Evaluation Team, determine compliance.

### **PROPOSAL ARRIVAL TIME AND PACKAGING**

The Proposer must submit the Proposal on-time, to the correct location, and packaged as required. Note: no tabbed Proposal response section or written responses are required for this table.

<b>RFP Sect.</b>	<b>Rate the Following:</b>	<b><input checked="" type="checkbox"/> If Correct</b>
3.5.1.1	Required number of Technical Proposal copies received.	<input type="checkbox"/>
3.5.1.1 3.5.1.2 3.5.1.3	Technical Proposal and Cost Proposal packaged separately and marked as required.	<input type="checkbox"/>
3.5.2	Technical Proposal and Cost Proposal received on time at correct location.	<input type="checkbox"/>
5.1.4	Proposal written in English.	<input type="checkbox"/>

### **PROPOSAL TRANSMITTAL LETTER**

The Proposer must prepare a transmittal letter that responds to all of the numbered RFP sections listed below.

<b>RFP Sect.</b>	<b>Rate the Following:</b>	<b><input checked="" type="checkbox"/> If Correct</b>
5.2.1	Proposer has provided a written Transmittal Letter.	<input type="checkbox"/>
5.2.1.1	Transmittal Letter signed by company officer empowered to bind company.	<input type="checkbox"/>
5.2.1.2	Transmittal Letter confirms that Proposal shall remain valid for required number of days.	<input type="checkbox"/>
5.2.1.3	Transmittal Letter provides identifying information for the entity making the Proposal.	<input type="checkbox"/>
5.2.1.4	Transmittal Letter provides Proposer's contact information.	<input type="checkbox"/>
5.2.1.5	Transmittal Letter provides subcontractor information, if applicable.	<input type="checkbox"/>

<b>RFP Sect.</b>	<b>Rate the Following:</b>	<b><input checked="" type="checkbox"/> If Correct</b>
5.2.1.6	Transmittal Letter states whether any potential conflict of interest exists.	<input type="checkbox"/>
5.2.1.7	If applicable, the Transmittal Letter provides the required joint venture information.	<input type="checkbox"/>

### MANDATORY PROPOSER QUALIFICATIONS

The Proposer must respond to all of the numbered RFP sections listed below.

<b>RFP Sect.</b>	<b>Rate the Following:</b>	<b><input checked="" type="checkbox"/> If Correct</b>
5.2.2.1	Written confirmation that the Proposer will comply with RFP and Contract.	<input type="checkbox"/>
5.2.2.2	Written certification of compliance with items listed in RFP Attachment 9.1.	<input type="checkbox"/>
5.2.2.3	Documentation of financial stability, to include the following:	<input type="checkbox"/>
5.2.2.3.1	A current written bank reference.	<input type="checkbox"/>
5.2.2.3.2	Two current written, positive credit references.	<input type="checkbox"/>
5.2.2.3.3	Written commitment to provide a valid certificate of insurance upon execution of Contract.	<input type="checkbox"/>
5.2.2.4	Written confirmation that Proposer will provide a performance bond as required.	<input type="checkbox"/>
5.2.2.5	Written confirmation that the system will not contain disallowed non-standard software products.	<input type="checkbox"/>
5.2.2.6 5.2.2.6.1 5.2.2.6.2 5.2.2.6.3	The Proposal attaches required detailed documentation of financial resources (audited financial statement and referenced financial resources data) as required. If, in lieu of required documentation, Proposer chooses to submit a letter of commitment for a line of credit, then Proposal confirms that the Proposer has chosen this option.	<input type="checkbox"/>

*NOTE: In addition to the items on the above checklists, the Proposal Evaluation Team will also evaluate compliance with other proposal requirements including, but not limited to:*  
*The General Proposer Qualifications and Experience section contains a statement regarding felonies;*  
*The General Proposer Qualifications and Experience section contains a statement regarding pending litigation;*  
*The General Proposer Qualifications and Experience section contains a statement regarding bankruptcy;*  
*NO cost data in the Technical Proposal;*  
*NO alternate proposal submitted;*  
*NO multiple proposals submitted in a different form;*  
*NO restrictions of the rights of the State or other qualification of the proposal; and,*  
*NO inappropriate conflicts of interest regarding the proposal or the subject procurement; as well as,*  
*response to and documentation as required by all other Proposal requirements.*

## **2. GENERAL PROPOSER QUALIFICATIONS AND EXPERIENCE**

The Proposer must respond to each of the numbered RFP sections listed below.

<b>RFP Sect.</b>	<b>Rate the Following:</b>	<b>Score</b>	<b>Wt.</b>	<b>Weighted Score</b>
5.2.3.1	Proposer's qualifications to deliver the services sought.		1	
5.2.3.2	Proposer's background and organizational history.		3	
5.2.3.3	Proposer's years in business.		2	
5.2.3.4	How long has Proposer been performing the services required by this RFP?		2	
5.2.3.5	Location of offices.		1	
5.2.3.6	Proposer's organization in terms of number of employees, longevity, and client base.		2	
5.2.3.7	Whether there have been mergers, acquisitions, or sales of Proposer's company.		1	
5.2.3.8	Form of business	NOT SCORED		
5.2.3.9	Litigation history of the Proposer or its employees with regard to felonies.		1	
5.2.3.10	Statement regarding pending litigation and, if necessary, an opinion of counsel regarding potential for litigation to impair performance.		1	
5.2.3.11	Statement regarding bankruptcy.		2	
5.2.3.12	Organizational chart.		1	
5.2.3.13	Narrative description of proposed project team and organizational structure.		1	
5.2.3.14	Current or previous contractual relationships with the State of Tennessee.		2	
5.2.3.15, items a through d	Thoroughness of the descriptions of referenced projects.		1	
"	How recent were the referenced projects?		1	
"	The similarity of the types of services provided to those required for TRUST.		2	
"	Indications that the Contractor has managed projects of similar size and scope of effort to that expected for TRUST.		3	
"	The technical similarity of the referenced projects. Consider application servers, LAN/WAN distribution, telecommunications, Internet aspects, etc.		2	
"	Description of project team and management aspects of project.		2	
"	References -- Overall satisfaction with the Contractor.		3	
"	References -- Overall satisfaction with the Contractor's project team.		2	
"	References -- For the completed project, was it completed in compliance with the terms of the contract?		2	

<b>RFP Sect.</b>	<b>Rate the Following:</b>	<b>Score</b>	<b>Wt.</b>	<b>Weighted Score</b>
"	References -- For the completed project, was it completed on schedule and within budget?		2	
"	References -- For the completed project, rate the customer's satisfaction with the resulting product.		2	
"	References -- For the incomplete projects, are they currently in compliance with the terms of the contract.		2	
"	References -- For the incomplete projects, are they currently on schedule and within budget?		2	
	<b>GENERAL PROPOSER QUALS. AND EXP.--TOTAL RAW WEIGHTED SCORE</b>			
	<b>GENERAL PROPOSER QUALS. AND EXP.--POSSIBLE RAW WEIGHTED SCORE</b>			<b>230</b>

### **3. TECHNICAL APPROACH**

#### **PROJECT APPROACH**

The Proposer must respond to each of the numbered paragraphs in Contract Attachment A: Project Approach, as listed below.

<b>Contract Attach./Sect.</b>	<b>Rate the Following:</b>	<b>Score</b>	<b>Wt.</b>	<b>Weighted Score</b>
A-1	Description of Proposer's intent to develop the system from "scratch" or to propose an existing software package.		2	
<b>EVALUATOR NOTE: If a software package is <u>not</u> proposed, score sections A-2 through A-3 with all fives (5's).</b>				
A-2	If an existing software package is proposed, rate the Proposer's description of how the package will have to be modified to meet the State's requirements.		2	
A-2.1, a through e	Product History information		2	
A-2.2, a through b	Installation procedure.		2	
A-2.3, a through b	Technical Requirements/Considerations.		2	
A-2.4	Proposed software documentation samples.		1	
A-3, a through d	Software development plans.		2	
A-4	Proposer confirmation that it has reviewed and understands the State's Standards, Guidelines, and Technical Architecture.		1	

<b>Contract Attach./Sect.</b>	<b>Rate the Following:</b>	<b>Score</b>	<b>Wt.</b>	<b>Weighted Score</b>
A-4.1	Proposer has made a clear statement of whether or not its proposed solution will contain any non-standard software products.		3	
<b>EVALUATOR NOTE: If the proposed solution contains any non-standard software products, the Proposer's responses to sections A-4.1.1 through A-4.1.3 will be evaluated by a separate Software Deviations evaluation group. This group will prepare a written report of the impact, if any, of any non-standard software proposed. This report will be given to the Evaluation Team; individual evaluators will use this report to score sections A-4.1.1 through A-4.1.3.</b>				
<b>If the proposed solution contains <u>no</u> non-standard software products, then the evaluator will score sections A-4.1.1 through A-4.1.3 with a five (5).</b>				
A-4.1.1 A-4.1.2, and all subsections. A-4.1.3, and all subsections.	Rate Proposer's responses related to non-standard software. <u>Evaluator Note: enter only one (1) score to cover all three items.</u>		5	
A-4.1.4	Proposer's confirmation that it understands the process for evaluating non-standard products.		1	
	<b>PROJECT APPROACH--TOTAL RAW WEIGHTED SCORE</b>			
	<b>PROJECT APPROACH--POSSIBLE RAW WEIGHTED SCORE</b>			<b>115</b>



## PROJECT MANAGEMENT

The Proposer must respond to each of the numbered paragraphs in Contract Attachment B: Project Management, as listed below. In each response, the Proposer must confirm its understanding of the requirement and describe the Proposer's approach to meeting that requirement.

At various points throughout the Project Management attachment, there are lists of Deliverables that the Contractor will be expected to produce once the project is underway. The Proposer is not required to produce these deliverables as a part of the Proposal in response to this RFP, except where explicitly directed to do so. Instead, the Proposer must confirm its understanding of the requirement and describe its approach to producing the deliverable(s), as the Proposer would do for any other requirement.

Where the State does require the proposer to produce the deliverable itself as a part of the Proposal response, the following note will appear:

**\* THE PROPOSER MUST PRODUCE THIS DELIVERABLE AS A PART OF THE PROPOSAL.**

Contract Attach./Sect.	Rate the Following:	Score	Wt.	Weighted Score
B-2.1.1, and all subsections. B-2.1.2, and all subsections. B-2.1.3, and all subsections.	Confirmation that Proposer understands the respective ITM Deliverables/Outputs responsibilities. <u>Evaluator Note: enter only one (1) score to cover all three items.</u>		1	
B-2.2	Confirmation that the Proposer understands that it must deliver and/or modify the system in accordance with the State's project schedule.		1	
B-2.3, and all subsections.	Proposer's understanding of and approach to producing the Project Plan.		1	
B-2.3.1	Content of draft Project Plan submitted as a part of the Proposal.		1	
B-2.3.2	Confirmation of Proposer's understanding that it must use Microsoft Project as the project management tool.		1	
B-2.4	Proposer's understanding of and approach to meeting the State's database support responsibilities and deliverables.		1	
B-2.5 B-2.5.1 a through c B-2.5.2 B-2.5.3	Proposer's understanding of and approach to meeting the State's Service Portal requirements. <u>Evaluator Note: enter only one (1) score to cover all items.</u>		1	
B-2.6 B-2.6.1	Proposer's understanding of and approach to meeting the State's Credit Card and Merchant Services requirements. <u>Evaluator Note: enter only one (1) score to cover all items.</u>		1	
B-2.7	Proposer's understanding of and approach to meeting the State's Project Quality Management overall requirements.		1	
B-2.7.1	Proposer's understanding of and approach to meeting the State's Quality Management Plan requirements.		1	

<b>Contract Attach./Sect.</b>	<b>Rate the Following:</b>	<b>Score</b>	<b>Wt.</b>	<b>Weighted Score</b>
B-2.7.2	Proposer's understanding of and approach to meeting the State's Quality Control requirements.		1	
B-2.7.3	Proposer's understanding of and approach to meeting the State's Quality Assurance Assessment requirements.		1	
B-2.7.4	Proposer's understanding of and approach to meeting the State's Executive Management Oversight requirements.		1	
B-2.7.5	Proposer's understanding of and approach to meeting the State's State Quality Review requirements.		1	
B-2.7.6	Proposer's understanding of and approach to meeting the State's State Acceptance Testing requirements.		1	
B-2.7.7	Proposer's understanding of and approach to meeting the State's Problem Resolution requirements.		1	
B-2.7.8	Proposer's understanding of and approach to meeting the State's Change Management requirements.		1	
B-2.7.9	Proposer's understanding of and approach to meeting the State's Configuration Management requirements.		1	
B-2.7.10	Proposer's understanding of and approach to meeting the State's Quality Management Record Keeping requirements.		1	
B-2.7.11, and all subsections.	Proposer's understanding of and approach to meeting the State's Quality Management Staffing requirements.		1	
B-2.8.1.1	Confirmation that the Proposer understands the State's Contractor Project Team requirements and will provide the Project Team as described.		1	
B-2.8.1.2	Proposer's understanding of project team members that must be on-site and full-time. Also, the quality of the resumes of Core Team individuals.		1	
B-2.8.1.3	The Proposer's understanding of the State's requirements for any additional Core Team members proposed, if any, as well as the quality of resumes of any additional Core Team members proposed.		1	
B-2.8.1.4	Confirmation that Core Team member substitutions will require written approval.		1	
B-2.8.1.5, and all subsections.	Proposer's understanding of and approach to meeting the State's requirements for a qualified, highly skilled Project Team staff. Also, the information provided for each project team member.		1	
B-2.8.2	Proposer's understanding of the characteristics/organization of the State Project Team.		1	
B-2.8.3	Assess the Proposer's requirements for any additional State personnel, if any. Also, Proposer's understanding that the State may add or remove members of the State's project team as needed.		1	
B-2.9.1.1	Proposer's understanding of its progress report responsibilities.		1	
B-2.9.1.2	Proposer's understanding regarding Contractor Project Manager meeting with State Project Management team.		1	

<b>Contract Attach./Sect.</b>	<b>Rate the Following:</b>	<b>Score</b>	<b>Wt.</b>	<b>Weighted Score</b>
B-2.9.1.3	Proposer's understanding of its work plan responsibilities.		1	
B-2.9.1.4	Proposer's understanding of its responsibilities with regard to review of Quality Assurance Plan deliverables, assessments, and measurements.		1	
B-2.9.1.5	Proposer's understanding of requirements with regard to producing tables of contents and sample page layouts.		1	
B-2.9.1.6	Proposer's understanding of requirements with regard to obtaining written State approval on all deliverables before a phase will be considered complete.		1	
B-2.9.1.7	Proposer's understanding of its responsibility to perform quality control on all deliverables.		1	
B-2.9.1.8	Proposer's understanding of requirements with regard to numbers of deliverable copies and that deliverables must be submitted in Microsoft Office format.		1	
B-2.9.1.9	Proposer's understanding of requirements with regard to complying with State standards where such exist or proposing standards for certain tasks where they do not exist.		1	
B-2.9.1.10	Proposer's understanding that it must work with the Portal Contractor project team, as described.		1	
B-2.9.1.11	Proposer's understanding that it must work with the State Credit Card project team, as described.		1	
B-2.9.1.12	Proposer's understanding that it will assume the primary systems integrator role.		1	
B-2.9.2.1 B-2.9.2.2 B-2.9.2.3 B-2.9.2.4 B-2.9.2.5 B-2.9.2.6 B-2.9.2.7 B-2.9.2.8 B-2.9.2.9 B-2.9.2.10 B-2.9.2.11 B-2.9.2.12 B-2.9.2.13 B-2.9.2.14 B-2.9.2.15	Proposer's understanding of the State General Responsibilities. <u>Evaluator Note: enter only one (1) score to cover all items.</u>		1	
B-3	Confirmation that the Proposer understands the general layout of the Product Development Phases. Also, the Proposer's understanding that the phases are further described in the State IT Methodology.		1	
B-3.1	Proposer's understanding of and approach to meeting the State's requirements with regard to the Design Phase Kick-Off.		1	
B-3.1.1	Proposer's understanding of its overall responsibilities with regard to the preparation of deliverables for the Design Phase Kick-Off.		1	

<b>Contract Attach./Sect.</b>	<b>Rate the Following:</b>	<b>Score</b>	<b>Wt.</b>	<b>Weighted Score</b>
B-3.1.1.1	Proposer's understanding of and approach to meeting the State's requirements described under Review, Update, and Assume Ownership of Project Plan.		1	
B-3.1.1.2, and all subsections.	Proposer's understanding of and approach to meeting the State's requirements described under Review Functional and Technical Requirements.		1	
B-3.1.1.3	Proposer's understanding of and approach to meeting the State's requirements described under Revise Functional and Technical Requirements.		1	
B-3.1.1.4, and all subsections.	Proposer's understanding of and approach to meeting the State's requirements described under Proposed Product Functional Demonstration.		1	
B-3.1.2, and all subsections.	Proposer's understanding of State's Design Phase Kick-Off responsibilities.		1	
B-3.1.3, and all subsections.	Proposer's understanding of Design Phase Kick-Off deliverables Contractor must produce.		1	
B-3.2, and all subsections.	Proposer's understanding of and approach to meeting the State's requirements described under Design Phase.		1	
B-3.2.1.1, and all subsections.	Proposer's understanding of and approach to meeting the State's requirements described under Maintain Project Plan and Review Quality Management Plan.		1	
B-3.2.1.2, and all subsections.	Proposer's understanding of and approach to meeting the State's requirements described under Enhance Detailed Requirements.		1	
B-3.2.1.3, and all subsections.	Proposer's understanding of and approach to meeting the State's requirements described under Construct System Overview.		1	
B-3.2.1.4, and all subsections.	Proposer's understanding of and approach to meeting the State's requirements described under Develop General and Detailed System Design.		1	
B-3.2.1.5, and all subsections.	Proposer's understanding of and approach to meeting the State's requirements described under Develop a GUI Standards Document.		1	
B-3.2.1.6, and all subsections.	Proposer's understanding of and approach to meeting the State's requirements described under Establish Capacity Evaluation Plan.		1	
B-3.2.1.7, and all subsections.	Proposer's understanding of and approach to meeting the State's requirements described under Develop Conversion Strategy.		1	
B-3.2.1.8, and all subsections.	Proposer's understanding of and approach to meeting the State's requirements described under Develop Test Management Plan.		1	
B-3.2.1.9, and all subsections.	Proposer's understanding of and approach to meeting the State's requirements described under Develop Implementation/Installation Strategy.		1	
B-3.2.1.10, and all subsections.	Proposer's understanding of and approach to meeting the State's requirements described under Develop Training Strategy.		1	

<b>Contract Attach./Sect.</b>	<b>Rate the Following:</b>	<b>Score</b>	<b>Wt.</b>	<b>Weighted Score</b>
B-3.2.2, and all subsections.	Proposer's understanding of State's Design Phase responsibilities.		1	
B-3.2.3, and all subsections.	Proposer's understanding of Design Phase deliverables Contractor must produce.		1	
B-3.3, and all subsections.	Proposer's understanding of and approach to meeting the State's requirements described under Construction Phase.		1	
B-3.3.1.1, and all subsections.	Proposer's understanding of and approach to meeting the State's requirements described under Maintain Project Plan and Review Quality Management Plan.		1	
B-3.3.1.2, and all subsections.	Proposer's understanding of and approach to meeting the State's requirements described under Develop Software.		1	
B-3.3.1.3, and all subsections.	Proposer's understanding of and approach to meeting the State's requirements described under Test Software.		1	
B-3.3.1.4, and all subsections.	Proposer's understanding of and approach to meeting the State's requirements described under Develop Detailed Conversion Plan, Procedures, and Programs.		1	
B-3.3.1.5, and all subsections.	Proposer's understanding of and approach to meeting the State's requirements described under Develop Implementation Plan.		1	
B-3.3.1.6, and all subsections.	Proposer's understanding of and approach to meeting the State's requirements described under Conduct Capacity Evaluation Test.		1	
B-3.3.1.7, and all subsections.	Proposer's understanding of and approach to meeting the State's requirements described under Develop User Staff Training Curricula and Materials.		1	
B-3.3.1.8, and all subsections.	Proposer's understanding of and approach to meeting the State's requirements described under Develop Technical Staff Training Curricula and Materials.		1	
B-3.3.1.9, and all subsections.	Proposer's understanding of and approach to meeting the State's requirements described under Develop User Manual.		1	
B-3.3.1.10, and all subsections.	Proposer's understanding of and approach to meeting the State's requirements described under Develop Operations Manual.		1	
B-3.3.1.11, and all subsections.	Proposer's understanding of and approach to meeting the State's requirements described under Develop Procedure Manual.		1	
B-3.3.1.12, and all subsections.	Proposer's understanding of and approach to meeting the State's requirements described under Refine the Training Plan.		1	
B-3.3.1.13	Proposer's understanding of and approach to meeting the State's requirements described under Train State Acceptance Test Team.		1	
B-3.3.1.14	Proposer's understanding of and approach to meeting the State's requirements described under Portal Interface Testing.		1	
B-3.3.1.15	Proposer's understanding of and approach to meeting the State's requirements described under Credit Card Interface Testing.		1	
B-3.3.2, and all subsections.	Proposer's understanding of State's Construction Phase responsibilities.		1	

<b>Contract Attach./Sect.</b>	<b>Rate the Following:</b>	<b>Score</b>	<b>Wt.</b>	<b>Weighted Score</b>
B-3.3.3, and all subsections.	Proposer's understanding of Construction Phase deliverables Contractor must produce.		1	
B-3.4, and all subsections.	Proposer's understanding of and approach to meeting the State's requirements described under Acceptance Test Phase.		1	
B-3.4.1.1, and all subsections.	Proposer's understanding of and approach to meeting the State's requirements described under Maintain Project Plan and Review Quality Management Plan.		1	
B-3.4.1.2	Proposer's understanding of and approach to meeting the State's requirements described under Assist the State in Conducting Acceptance Test.		1	
B-3.4.1.3	Proposer's understanding of and approach to meeting the State's requirements described under Complete Documentation.		1	
B-3.4.1.4	Proposer's understanding of and approach to meeting the State's requirements described under Prepare for Implementation.		1	
B-3.4.2, and all subsections.	Proposer's understanding of State's Acceptance Test Phase responsibilities.		1	
B-3.4.3, and all subsections.	Proposer's understanding of Acceptance Test Phase deliverables Contractor must produce.		1	
B-3.5, and all subsections.	Proposer's understanding of and approach to meeting the State's requirements described under Implementation Phase.		1	
B-3.5.1.1, and all subsections.	Proposer's understanding of and approach to meeting the State's requirements described under Maintain Project Plan and Review Quality Management Plan.		1	
B-3.5.1.2	Proposer's understanding of and approach to meeting the State's requirements described under Convert Data.		1	
B-3.5.1.3, and all subsections.	Proposer's understanding of and approach to meeting the State's requirements described under Provide Training.		1	
B-3.5.1.4, and all subsections.	Proposer's understanding of and approach to meeting the State's requirements described under Conduct Implementation.		1	
B-3.5.1.5, and all subsections.	Proposer's understanding of and approach to meeting the State's requirements described under Evaluate System Performance.		1	
B-3.5.1.6	Proposer's understanding of and approach to meeting the State's requirements described under Develop System Turnover Plan.		1	
B-3.5.1.7	Proposer's understanding of and approach to meeting the State's requirements described under Request Approval of Phase I TRUST Implementation.		1	
B-3.5.2, and all subsections.	Proposer's understanding of State's Implementation Phase responsibilities.		1	
B-3.5.3, and all subsections.	Proposer's understanding of Implementation Phase deliverables Contractor must produce.		1	
B-4, and all subsections.	Proposer's understanding of and approach to meeting the State's requirements described under System Warranty and Application Support.		1	
B-5, and all subsections.	Proposer's understanding of and approach to meeting the State's requirements described under Project Closure.		1	

<b>Contract Attach./Sect.</b>	<b>Rate the Following:</b>	<b>Score</b>	<b>Wt.</b>	<b>Weighted Score</b>
B-5.1, and all subsections.	Proposer's understanding of and approach to meeting the State's requirements described under Project Closure - Contractor Responsibilities.		1	
B-5.2, and all subsections.	Proposer's understanding of State's Project Closure responsibilities.		1	
B-5.3, and all subsections.	Proposer's understanding of Project Closure deliverables Contractor must produce.		1	
	<b>PROJECT MANAGEMENT --TOTAL RAW WEIGHTED SCORE</b>			
	<b>PROJECT MANAGEMENT --POSSIBLE RAW WEIGHTED SCORE</b>			<b>510</b>

### DATA MODEL

Contract Attachment L contains the Conceptual Data Model Diagram and Contract Attachment M contains the Conceptual Data Model, including entities and attributes lists. The Proposer must provide a single response that confirms the Proposer's understanding of the data requirements of TRUST and describes the Proposer's approach to providing the attributes necessary to meet the requirements of TRUST. The Proposer's response should include a high-level description of the intended data structures.

<b>Contract Attach./Sect.</b>	<b>Rate the Following:</b>	<b>Score</b>	<b>Wt.</b>	<b>Weighted Score</b>
L & M	Rate the Proposer's understanding of and approach to maintaining the data and attributes necessary to meet the State's TRUST requirements. Rate the quality and thoroughness of Proposer's response.		1	
	<b>DATA MODEL --TOTAL RAW WEIGHTED SCORE</b>			
	<b>DATA MODEL --POSSIBLE RAW WEIGHTED SCORE</b>			<b>5</b>

### PROCESS MODEL

Contract Attachment D contains the TRUST Process Model. The Proposer must respond to each numbered functional area within the Process Model. Note that the Proposer must provide all functionality described in the Data Model and Process Model within the Product Development Fixed Cost quoted in the Cost Proposal. It is assumed that if functionality does not currently exist in an "off-the-shelf" product (if one is proposed) then the Proposer intends to add that functionality.

<b>Contract Attach./Sect.</b>	<b>Rate the Proposer's understanding of and approach to meeting the following TRUST process requirements:</b>	<b>Score</b>	<b>Wt.</b>	<b>Weighted Score</b>
<b>Administrative Office Management</b>				
D-1.1.1	Record County Clerk Information		1	
D-1.1.2	Update County Clerk Information		1	
D-1.1.3	Record TDOS Admin Head Information		1	

<b>Contract Attach./Sect.</b>	<b>Rate the Proposer's understanding of and approach to meeting the following TRUST process requirements:</b>	<b>Score</b>	<b>Wt.</b>	<b>Weighted Score</b>
D-1.1.4	Update TDOS Admin Head Information		1	
D-1.2.1	Add Office Location		1	
D-1.2.2	Update Office Location Information		1	
D-1.2.3	Remove Obsolete Office Location		1	
D-1.2.4	Update Operating Hours		1	
D-1.2.5	Add Office Address		1	
D-1.2.6	Update Office Address		1	
D-1.2.7	Remove Obsolete Address		1	
D-1.3.1	Update Staff Information		1	
D-1.3.2	Transfer Staff to Another Office		1	
D-1.3.3	Add Staff to Office Location		1	
<b>Work In Progress</b>				
D-2.1.1	Receive Activity Request		1	
D-2.1.2	Record Additional Activity Information		1	
D-2.1.3	Reject Activity		1	
D-2.1.4	Void Activity		1	
D-2.1.5	Record Override		1	
D-2.1.6	Authorize Override		1	
D-2.1.7	Record Deficiency		1	
D-2.1.8	Record Deficiency Resolution		1	
D-2.1.9	Capture Additional Supporting Document		1	
D-2.1.10	Issue Letter		1	
D-2.1.11	Record Comment		1	
D-2.1.12	Revise Comment		1	
D-2.1.13	Remove Obsolete Activity		1	
D-2.2.1	Assign Work to Staff Member		1	
D-2.2.2	Acknowledge Assignment		1	
D-2.2.3	Record Action Taken		1	
D-2.2.4	Reprioritize Assignment		1	
D-2.2.5	Remove Obsolete Assignment		1	
<b>Case Management</b>				
D-3.1.1	Receive Case Referral		1	
D-3.1.2	Image Case Supporting Document		1	
D-3.1.3	Record Case Note		1	
D-3.1.4	Update Status of Case		1	
D-3.1.5	Remove Obsolete Case		1	
D-3.2.1	Issue Replacement VIN Plate		1	



<b>Contract Attach./Sect.</b>	<b>Rate the Proposer's understanding of and approach to meeting the following TRUST process requirements:</b>	<b>Score</b>	<b>Wt.</b>	<b>Weighted Score</b>
D-3.2.2	Update Status for Lost VIN Plate		1	
D-3.3.1	Identify VIN Under Investigation		1	
D-3.3.2	Change Action to be Taken		1	
D-3.3.3	Close Vehicle Investigation		1	
D-3.4.1	Request Inspection		1	
D-3.4.2	Record the Inspection Results		1	
D-3.4.3	Issue Anti Theft Inspection Decal		1	
D-3.4.4	Record Inspection Waiver		1	
D-3.4.5	Assign TN VIN to Vehicle		1	
<b>Title Management</b>				
D-4.1.1	Prepare Corporate Surety Bond		1	
D-4.1.2	Prepare a Personal Surety Bond		1	
D-4.1.3	Record County Clerk Receipt of Surety Bond		1	
D-4.1.4	Record TDOS Receipt of Surety Bond		1	
D-4.1.5	Record TDOS Signature on Surety Bond		1	
D-4.2.1	Record Original Title for New Vehicle		1	
D-4.2.2	Record Original or Rebuilt Title for Pre-Owned Vehicle never Titled in Tennessee		1	
D-4.2.3	Record Original or Rebuilt Title for Pre-Owned Vehicle Previously Titled in Tennessee		1	
D-4.2.4	Record Original or Rebuilt Title for Vehicle with Registration Complete		1	
D-4.2.5	Title Salvage or Non-Repairable Vehicle never Titled in TN		1	
D-4.2.6	Title Salvage or Non-Repairable Vehicle Previously Titled in TN		1	
D-4.2.7	Title a Rebuilt Vehicle never Titled in TN		1	
D-4.2.8	Title a Rebuilt Vehicle Previously Titled in TN		1	
D-4.2.9	Title New Multi Unit Vehicle with One MSO		1	
D-4.2.10	Title Pre-Owned, Multi Unit Vehicle Previously Titled as One Vehicle and Never Titled in TN		1	
D-4.2.11	Title Pre-Owned, Multi Unit Vehicle Originally Titled as One Vehicle and Previously Titled in TN		1	
D-4.2.12	Title New Multi Unit Vehicle with Multiple MSO(s)		1	
D-4.2.13	Title Pre-Owned, Multi Unit Vehicle Originally Titled as Individual Vehicles and Never Titled in TN		1	
D-4.2.14	Title Pre-Owned, Multi Unit Vehicle Originally Titled as Individual Vehicles and Previously Titled in TN		1	
D-4.3.1	Issue Duplicate Title		1	
D-4.3.2	Revoke Title		1	
D-4.3.3	Correct Title		1	

<b>Contract Attach./Sect.</b>	<b>Rate the Proposer's understanding of and approach to meeting the following TRUST process requirements:</b>	<b>Score</b>	<b>Wt.</b>	<b>Weighted Score</b>
D-4.3.4	Record Title Surrendered		1	
D-4.3.5	Record Title Destroyed		1	
D-4.3.6	Print Title		1	
D-4.3.7	Void Title Paper		1	
D-4.4.1	Record Lost TDS Sticker		1	
D-4.4.2	Record Replacement of TDS Sticker		1	
D-4.5.1	Record Abandoned Vehicle		1	
D-4.5.2	Record Release of Abandoned Vehicle		1	
D-4.5.3	Record Administrative 'Stop' on Vehicle		1	
D-4.5.4	Remove Administrative 'Stop' on Vehicle		1	
D-4.5.5	Record Law Enforcement 'Stop' on Vehicle		1	
D-4.5.6	Remove Law Enforcement Interface 'Stop' on Vehicle		1	
<b>Lien Management</b>				
D-5.1.1	Noting of Lien with a Priority of 1		1	
D-5.1.2	Noting of Additional Lien		1	
D-5.1.3	Noting of Lien Refinancing		1	
D-5.1.4	Discharge Lien		1	
D-5.1.5	Record Lien Limit		1	
D-5.1.6	Remove Lien Limit		1	
D-5.1.7	Remove Obsolete Lien		1	
D-5.2.1	Change Lienholder Information on Lien		1	
D-5.2.2	Update Lienholder Information		1	
D-5.2.3	Remove Obsolete Lienholder		1	
<b>Registration Management</b>				
D-6.1.1	Establish Original Registration and Issue Plate		1	
D-6.1.2	Establish Original Registration and Issue TOP		1	
D-6.1.3	Establish Forced Registration and Issue Plate		1	
D-6.1.4	Establish Registration and Issue Plate with Incomplete Titling Package		1	
D-6.1.5	Establish Registration and Issue TOP with Incomplete Titling Package		1	
D-6.1.6	Record Reassignment of Registration		1	
D-6.1.7	Record Reassignment of Registration with Incomplete Titling Package		1	
D-6.2.1	Record Renewal of Registration		1	
D-6.2.2	Record Late Renewal of Registration		1	
D-6.2.3	Record Re-Registration and Change in Plate		1	
D-6.3.1	Invalidate Registration for Change in Ownership		1	

<b>Contract Attach./Sect.</b>	<b>Rate the Proposer's understanding of and approach to meeting the following TRUST process requirements:</b>	<b>Score</b>	<b>Wt.</b>	<b>Weighted Score</b>
D-6.3.2	Revoke Registration		1	
D-6.3.3	Reinstate Registration		1	
D-6.3.4	Record Lost Registration Decal(s)		1	
D-6.3.5	Record Issuance of Replacement Registration Decal(s)		1	
D-6.4.1	Record Issuance of Duplicate or Replacement Plate		1	
D-6.4.2	Assign Plate to Registration (replace TOP)		1	
D-6.4.3	Issue Blind Plate		1	
D-6.4.4	Record Lost Plate		1	
D-6.4.5	Record Return of Plate		1	
D-6.4.6	Record Plate Obsolescence		1	
D-6.5.1	Establish Undercover Vehicle		1	
D-6.5.2	Remove Obsolete Undercover Vehicle		1	
D-6.5.3	Issue Plate for Out of State Undercover Use		1	
D-6.5.4	Issue Plate to Out of State Undercover Vehicle		1	
D-6.6.1	Record Issuance of Dealer Plate		1	
D-6.6.2	Revoke Dealer Plate		1	
D-6.6.3	Reinstate Dealer Plate Issued to Dealer		1	
D-6.6.4	Record Lost Issued Dealer Plate		1	
D-6.6.5	Issue Replacement Dealer Plate		1	
D-6.6.6	Record Lost Dealer Plate		1	
D-6.6.7	Return Lost Dealer Plate to Inventory		1	
D-6.6.8	Remove Obsolete Dealer Plate		1	
<b>Permit and Placard Management</b>				
D-7.1.1	Issue Temporary Operating Permit		1	
D-7.1.2	Record Lost Issued Temporary Operating Permit		1	
D-7.1.3	Issue Replacement Temporary Operating Permit		1	
D-7.1.4	Remove Obsolete Temporary Operating Permit		1	
D-7.2.1	Issue Farm Permit		1	
D-7.2.2	Record Lost Issued Farm Permit		1	
D-7.2.3	Issue Replacement Farm Permit		1	
D-7.2.4	Remove Obsolete Farm Permit		1	
D-7.3.1	Issue Non Resident Permit		1	
D-7.3.2	Record Lost Issued Non Resident Permit		1	
D-7.3.3	Issue Replacement Non Resident Permit		1	
D-7.3.4	Remove Obsolete Non Resident Permit		1	
D-7.4.1	Issue Disabled Placard		1	
D-7.4.2	Renew Disabled Placard		1	

<b>Contract Attach./Sect.</b>	<b>Rate the Proposer's understanding of and approach to meeting the following TRUST process requirements:</b>	<b>Score</b>	<b>Wt.</b>	<b>Weighted Score</b>
D-7.4.3	Revoke Disabled Placard		1	
D-7.4.4	Reinstate Disabled Placard		1	
D-7.4.5	Record Lost Issued Disabled Placard		1	
D-7.4.6	Issue Replacement Disabled Placard		1	
D-7.4.7	Remove Obsolete Disabled Placard		1	
D-7.5.1	Issue Hearing Impaired Decal		1	
D-7.5.2	Record Lost Issued Hearing Impaired Decal		1	
D-7.5.3	Issue Replacement Hearing Impaired Decal		1	
D-7.5.4	Remove Obsolete Hearing Impaired Decal		1	
D-7.6.1	Issue Drive Out Tag to Dealer		1	
D-7.6.2	Revoke Drive Out Tag Issued to Dealer		1	
D-7.6.3	Reinstate Drive Out Tag Issued to Dealer		1	
D-7.6.4	Remove Obsolete Drive Out Tag		1	
<b>Customer Management</b>				
D-8.1.1	Update Customer Information		1	
D-8.1.2	Remove Obsolete Customer		1	
D-8.1.3	Designate Business as a Fleet		1	
D-8.1.4	Record Relinquished Personalized Plate Right		1	
D-8.2.1	Provide Information to Customer		1	
D-8.2.2	Remove Obsolete Information Request		1	
<b>Cash Management</b>				
D-9.1.1	Open Cash Drawer & Assign Staff		1	
D-9.1.2	Change Staff Member Assignment		1	
D-9.1.3	Assign Controlled and Plate Stock		1	
D-9.1.4	Release Controlled and Plate Stock		1	
D-9.1.5	Record Instant Refund		1	
D-9.1.6	Close Cash Drawer		1	
D-9.1.7	Record Ending Cash Balance		1	
D-9.1.8	Record Monetary Adjusting Entry		1	
D-9.1.9	Record Approval of Monetary Adjusting Entry		1	
D-9.1.10	Record Assigned Item Adjusting Entry		1	
D-9.1.11	Record Approval of Assigned Item Adjusting Entry		1	
D-9.1.12	Record Completion of Reconciliation		1	
D-9.2.1	Assessment of Fees for Services		1	
D-9.2.2	Record Receipt of Payment at Cash Drawer		1	
D-9.2.3	Record Bad Check		1	
D-9.2.4	Record Receipt of Cash (in the TDOS Mail Room)		1	

<b>Contract Attach./Sect.</b>	<b>Rate the Proposer's understanding of and approach to meeting the following TRUST process requirements:</b>	<b>Score</b>	<b>Wt.</b>	<b>Weighted Score</b>
D-9.2.5	Record Deposit		1	
D-9.3.1	Record County Remittance of Fees		1	
D-9.3.2	Record TDOS Receipt of County Remittance		1	
D-9.3.3	Assess Remittance Penalty		1	
D-9.3.4	Record Penalty Waiver		1	
D-9.3.5	Record Request for Remittance Waiver		1	
D-9.3.6	Record TDOS Action on Remittance Waiver		1	
D-9.4.1	Initiate Refund Request		1	
D-9.4.2	Record County Clerk Refund Recommendation		1	
D-9.4.3	Record County Clerk Supervisor Refund Authorization		1	
D-9.4.4	Record TDOS Refund Recommendation		1	
D-9.4.5	Record TDOS Supervisor Refund Authorization		1	
D-9.4.6	Designate Funding Source for Refund		1	
D-9.4.7	Record Refund Issued		1	
<b>Plate and Stock Management</b>				
D-10.1.1	Record Legislative Authorized Plate Information		1	
D-10.1.2	Update Legislative Authorized Plate Information		1	
D-10.1.3	Establish Plate Master		1	
D-10.1.4	Update Plate Master		1	
D-10.1.5	Receive Art Work for Plate Master		1	
D-10.1.6	Capture Plate Master Image		1	
D-10.1.7	Designate Plate Number Format		1	
D-10.1.8	Send Plate Master Specifications to Plate Supplier		1	
D-10.1.9	Record Receipt of Sample		1	
D-10.1.10	Record TDOS Action for a Sample		1	
D-10.1.11	Record Plate Cost		1	
D-10.1.12	Authorize Plate Production		1	
D-10.1.13	Designate No More Production		1	
D-10.1.14	Designate Plate as Obsolete		1	
D-10.1.15	Remove Obsolete Plate Master		1	
D-10.2.1	Establish Cultural/Specialty Plate Master		1	
D-10.2.2	Send Sample to Organization for Approval		1	
D-10.2.3	Record Organization Action for a Sample		1	
D-10.3.1	Create New Eligibility List		1	
D-10.3.2	Add Customer to Eligibility List		1	
D-10.3.3	Update Eligibility List		1	
D-10.3.4	Remove Obsolete Eligibility List		1	

<b>Contract Attach./Sect.</b>	<b>Rate the Proposer's understanding of and approach to meeting the following TRUST process requirements:</b>	<b>Score</b>	<b>Wt.</b>	<b>Weighted Score</b>
D-10.4.1	Record Personalized Plate Reservation		1	
D-10.4.2	Cancel Personalized Plate Reservation		1	
D-10.4.3	Approve Personalized Plate or Plate for Eligibility List to be Manufactured		1	
D-10.4.4	Create Plate Order		1	
D-10.4.5	Cancel Plate Order		1	
D-10.4.6	Revise Plate Order		1	
D-10.4.7	Record TDOS Action for Plate Order		1	
D-10.4.8	Record Shipment of Plate Order Between Offices		1	
D-10.4.9	Record Receipt of Plate Order		1	
D-10.4.10	Remove Obsolete Plate Order		1	
D-10.5.1	Remove Plate from Inventory		1	
D-10.5.2	Return Plate to Inventory		1	
D-10.5.3	Update Controlled Stock Inventory Controls		1	
D-10.6.1	Establish Plate Supplier		1	
D-10.6.2	Revise Plate Supplier Information		1	
D-10.6.3	Issue Blanket Order to Plate Supplier		1	
D-10.6.4	Issue Production Order to Plate Supplier		1	
D-10.6.5	Revise Production Order to Plate Supplier		1	
D-10.6.6	Cancel Production Order to Plate Supplier		1	
D-10.6.7	Receive Plate Production Information		1	
D-10.6.8	Receive Revised Plate Production Information		1	
D-10.6.9	Send Shipment Order to Plate Supplier		1	
D-10.6.10	Receive Shipping Information from Plate Supplier		1	
D-10.6.11	Revise Shipping Information from Plate Supplier		1	
D-10.6.12	Remove Obsolete Supplier Order		1	
D-10.7.1	Record Shipment Lost in Transit		1	
D-10.7.2	Record Order Received at Wrong Office		1	
D-10.7.3	Record Reshipment of Order		1	
D-10.8.1	Add Stock Item Master for New Controlled Stock		1	
D-10.8.2	Remove Controlled Stock Item from Inventory		1	
D-10.8.3	Return Controlled Stock Item to Inventory		1	
D-10.8.4	Update Controlled Stock Inventory Controls		1	
D-10.8.5	Add Stock Item Master for New Non Controlled Stock		1	
D-10.8.6	Update Non Controlled Stock Inventory Controls		1	
D-10.8.7	Record Adjustment to Non Controlled Stock		1	
D-10.8.8	Remove Obsolete Stock Item Master		1	
D-10.9.1	Create Stock Order		1	

<b>Contract Attach./Sect.</b>	<b>Rate the Proposer's understanding of and approach to meeting the following TRUST process requirements:</b>	<b>Score</b>	<b>Wt.</b>	<b>Weighted Score</b>
D-10.9.2	Cancel Stock Order		1	
D-10.9.3	Revise Stock Order		1	
D-10.9.4	Record TDOS Action for Stock Order		1	
D-10.9.5	Record Stock Order Shipment		1	
D-10.9.6	Record Receipt of Stock Order		1	
D-10.9.7	Remove Obsolete Stock Order		1	
	<b>PROCESS MODEL --TOTAL RAW WEIGHTED SCORE</b>			
	<b>PROCESS MODEL --POSSIBLE RAW WEIGHTED SCORE</b>			<b>1,260</b>

## INTERFACES

Contract Attachment F contains a description of the required system interfaces. The Proposer must respond to each interface separately, as listed below, confirming the Proposer's understanding of the interface requirements and describing the Proposer's approach to meeting these requirements.

<b>Contract Attach./Sect.</b>	<b>Rate the Proposer's understanding of and approach to providing the following Interfaces:</b>	<b>Score</b>	<b>Wt.</b>	<b>Weighted Score</b>
F-1	State of Tennessee Accounting and Reporting System (STARS) (Receivable/ACH)		1	
F-2	Tennessee Automobile Dealers		1	
F-3	Cars of Particular Interest		1	
F-4A	County Clerk System		1	
F-4B	County Clerk System		1	
F-5	Tennessee Driver License System - Revocations		1	
F-6	Driver License Change of Address		1	
F-7	Motor Vehicle Emissions Testing		1	
F-8	Finalist Address Standardization/Verification Software		1	
F-9	Hull Identification Number		1	
F-10	International Registration Planning (IRP)		1	
F-11	Electronic Lien Processing		1	
F-12	Motor Vehicle Commission		1	
F-13	National Automobile Dealers Association		1	
F-14	National Change of Address		1	
F-15	National Motor Vehicle Title Information System (NMVTIS)		1	
F-16	Internet Enabled with State of Tennessee Portal Service		1	
F-17	State of Tennessee Accounting and Reporting System (STARS) (Allocation)		1	
F-18	Tennessee Information Enforcement System (TIES)		1	
F-19	TRICOR		1	

<b>Contract Attach./Sect.</b>	<b>Rate the Proposer's understanding of and approach to providing the following Interfaces:</b>	<b>Score</b>	<b>Wt.</b>	<b>Weighted Score</b>
F-20	Vehicle Identification Numbering Analysis		1	
F-21	Tennessee Department of Health Death Data System		1	
F-22	Key Merchant Services		1	
	<b>INTERFACES--TOTAL RAW WEIGHTED SCORE</b>			
	<b>INTERFACES--POSSIBLE RAW WEIGHTED SCORE</b>			<b>115</b>

**GENERAL SYSTEM REQUIREMENTS**

<b>Contract Attach./Sect.</b>	<b>Rate the Following:</b>	<b>Score</b>	<b>Wt.</b>	<b>Weighted Score</b>
K	Contract Attachment K describes the General System Requirements for TRUST. The Proposer shall provide a single response, confirming its understanding of the General System Requirements and describing the Proposer's approach to meeting these requirements.  Rate the quality and thoroughness of the Proposer's response.		1	
	<b>GENERAL SYSTEM REQUIREMENTS--TOTAL RAW WEIGHTED SCORE</b>			
	<b>GENERAL SYSTEM REQUIREMENTS--POSSIBLE RAW WEIGHTED SCORE</b>			<b>5</b>

**REPORTS AND INQUIRIES**

<b>Contract Attach./Sect.</b>	<b>Rate the Following:</b>	<b>Score</b>	<b>Wt.</b>	<b>Weighted Score</b>
G	Contract Attachment G describes the reports and on-line Inquiries required for TRUST. The Proposer shall provide a single response to this section, confirming its understanding of the requirements and describing the Proposer's approach to meeting these requirements.  Rate the quality and thoroughness of Proposer's response.		1	
	<b>REPORTS AND INQUIRIES--TOTAL RAW WEIGHTED SCORE</b>			
	<b>REPORTS AND INQUIRIES--POSSIBLE RAW WEIGHTED SCORE</b>			<b>5</b>



**FORMS AND DECALS**

<b>Contract Attach./Sect.</b>	<b>Rate the Following:</b>	<b>Score</b>	<b>Wt.</b>	<b>Weighted Score</b>
H	Contract Attachment H describes the forms and decals required for TRUST. The Proposer shall provide a single response to this section, confirming its understanding of the requirements and describing the Proposer's approach to meeting these requirements.  Rate the quality and thoroughness of Proposer's response.		1	
	<b>FORMS AND DECALS—TOTAL RAW WEIGHTED SCORE</b>			
	<b>FORMS AND DECALS—POSSIBLE RAW WEIGHTED SCORE</b>			<b>5</b>

**CORRESPONDENCE**

<b>Contract Attach./Sect.</b>	<b>Rate the Following:</b>	<b>Score</b>	<b>Wt.</b>	<b>Weighted Score</b>
I	Contract Attachment I describes the Correspondence requirements for TRUST. The Proposer shall provide a single response to this section, confirming its understanding of the requirements and describing the Proposer's approach to meeting these requirements.  Rate the quality and thoroughness of Proposer's response.		1	
	<b>CORRESPONDENCE--TOTAL RAW WEIGHTED SCORE</b>			
	<b>CORRESPONDENCE--POSSIBLE RAW WEIGHTED SCORE</b>			<b>5</b>

**FEE SCHEDULES**

<b>Contract Attach./Sect.</b>	<b>Rate the Following:</b>	<b>Score</b>	<b>Wt.</b>	<b>Weighted Score</b>
J	Contract Attachment J describes the Fee Schedules requirements for TRUST. The Proposer shall provide a single response to this section, confirming its understanding of the requirements and describing the Proposer's approach to meeting these requirements.  Rate the quality and thoroughness of Proposer's response.		1	
	<b>FEE SCHEDULES--TOTAL RAW WEIGHTED SCORE</b>			
	<b>FEE SCHEDULES--POSSIBLE RAW WEIGHTED SCORE</b>			<b>5</b>

**Attachment 9.4****Cost Proposal Evaluation Format****RFP # 317.30.004**

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**Proposer Name**

---

**RFP Coordinator****Review Date**

The RFP Coordinator shall use the following formulae to calculate the Proposer's scores for each component of the subject cost proposal, and to derive the final Cost Proposal Score for purposes of evaluation (calculations shall result in numbers rounded to two decimal places):

**PRODUCT DEVELOPMENT FIXED COST -- 150 POINTS**
$$\frac{\text{LOWEST PRODUCT DEV. FIXED COST}}{\text{THIS PRODUCT DEV. FIXED COST}} \times 150 = \underline{\hspace{2cm}}$$
**CNTY. CLERK IMPLEMENTATION COST -- 60 POINTS**
$$\frac{\text{LOWEST CNTY. CLERK IMPL. COST}}{\text{THIS CNTY. CLERK IMPL. COST}} \times 60 = \underline{\hspace{2cm}}$$
**LINE ITEM HARDWARE/SOFTWARE COST -- 20 POINTS**
$$\frac{\text{LOWEST LINE ITEM HARDWARE/SOFTWARE COST}}{\text{THIS LINE ITEM HARDWARE/SOFTWARE COST}} \times 20 = \underline{\hspace{2cm}}$$

**CHANGE ORDER HOURLY RATE -- 30 POINTS**

LOWEST CHANGE ORDER HOURLY RATE                      X     30   =                         
THIS CHANGE ORDER HOURLY RATE

**APPLICATION SUPPORT COST -- 40 POINTS**

LOWEST APPLIC. SUPP. HOURLY RATE                      X     40   =                         
THIS APPLIC. SUPP. HOURLY RATE

**COST PROPOSAL SCORE**

## Attachment 9.5

## Proposal Score Summary Matrix

RFP # 317.30.004

RFP COORDINATOR

COMPILATION DATE

<b>QUALIFICATIONS AND EXPERIENCE</b> (Maximum 200 Points)	<b>[PROPOSER NAME]</b>		<b>[PROPOSER NAME]</b>		<b>[PROPOSER NAME]</b>	
<b>[EVALUATOR NAME]</b>						
<b>[EVALUATOR NAME]</b>						
<b>[EVALUATOR NAME]</b>						
<b>[EVALUATOR NAME]</b>						
<b>[EVALUATOR NAME]</b>						
<b>AVERAGE:</b>						
<b>TECHNICAL APPROACH</b> (Maximum 500 Points)						
<b>[EVALUATOR NAME]</b>						
<b>[EVALUATOR NAME]</b>						
<b>[EVALUATOR NAME]</b>						
<b>[EVALUATOR NAME]</b>						
<b>[EVALUATOR NAME]</b>						
<b>AVERAGE:</b>						
<b>TECHNICAL PROPOSAL</b> (Maximum 700 Points)						
<b>SCORE FOR TECHNICAL:</b>						

<b>COST PROPOSAL</b> <b>(Maximum 300 Points)</b>						
<b>SCORE FOR COST:</b>						
<b>PROPOSAL SCORE</b> <b>(Maximum 1000 Points)</b>						
<b>TOTAL SCORE:</b>						

Note: Use as many sheets as necessary to summarize scores for all Proposers evaluated.

**Attachment 9.6****Sample****Evaluation Notice**

[AGENCY LETTERHEAD]

[DATE]

[NAME]

[COMPANY NAME]

[STREET ADDRESS]

[CITY, STATE, ZIP]

Dear [NAME],

Thank you for your proposal in response to RFP number **317.30.004**. The state has completed its evaluation of proposals in response to this Request for Proposals, and the subject procurement records are open for public inspection.

[NAME OF APPARENT BEST EVALUATED PROPOSER] is the apparent best evaluated proposer that the state will consider for contract award. This notice is NOT an acceptance of any offer, and the state retains the right to reject any proposal.

In accordance with the subject RFP and state law, this notice shall NOT create rights, interests, or claims of entitlement in the apparent best evaluated proposer or any vendor. No vendor shall acquire any such right unless and until a contract is fully signed by all appropriate state officials.

We appreciate your interest in providing services to the State of Tennessee and hope that you will respond to future Requests for Proposals.

Sincerely,

[AGENCY HEAD SIGNATURE]

**Attachment 9.7****Service Provider Registry System Requirements**

The *Service Provider Registry System* (SPRS) is being designed to foster the state's use of minority and small businesses and promote competition in service contracting. Through the system, state agencies will have access to important service provider information. The SPRS will provide support and information better enabling state agencies to succeed with competitive service procurements and achieve positive results by increasing the use of minority and small businesses and organizations.

**No service provider or proposer will be disadvantaged by registration requirements.** Although the service provider awarded a contract under this RFP should register through the SPRS (if not already registered), registration is NOT required to propose in response to this RFP. An unregistered service provider must simply file a completed registration with the Office of Contracts Review prior to the final approval of a contract with the provider.

**NOTE:**

**SPRS registration information is provided here only as a contract requirement notice. SPRS registrations should not be submitted with proposal materials.**

**SPRS registration information will not be considered in the evaluation process pursuant to this RFP. Proposals submitted in response to this RFP shall be evaluated only by means of the criteria and evaluation process set forth in this RFP.**

Please direct all questions regarding the SPRS registration to:

Michelle Lane, Service Provider Registry System Coordinator  
Department of Finance and Administration, Office of Contracts Review  
Nashville, TN 37243-1700

(615) 741-8282

For more information, also visit the SPRS internet site at: <http://www.state.tn.us/finance/rds/ocr/sprs.html>

**Attachment 9.8****Performance Bond**

The Surety Company issuing bond shall be licensed to transact business in the State of Tennessee by the Tennessee Department of Commerce and Insurance. Bonds shall have certified and current Power-of-Attorney for the Surety's Attorney-in-Fact attached.

**KNOW ALL BY THESE PRESENTS:**

That we,

\_\_\_\_\_  
(Name of Principal)

\_\_\_\_\_  
(Address of Principal)

as Principal, hereinafter called the Principal, and

\_\_\_\_\_  
(Name of Surety)

\_\_\_\_\_  
(Address of Surety)

as Surety, hereinafter call the Surety, do hereby acknowledge ourselves indebted and securely bound and held unto the State of Tennessee as Obligee, hereinafter called the Obligee, and in the penal sum of

\_\_\_\_\_  
(Dollar Amount of Bond)

good and lawful money of the United States of America, for the use and benefit of those entitled thereto, for the payment of which, well and truly to be made, we bind ourselves, our heirs, our administrators, executors, successors, and assigns, jointly and severally, firmly by these presents.

**BUT THE CONDITION OF THE FOREGOING OBLIGATION OR BOND IS THIS:**

**WHEREAS**, the Obligee has engaged the Principle for a sum not to exceed

\_\_\_\_\_  
(Contract Maximum Liability)

to complete Work detailed in the Scope of Services detailed in the State of Tennessee Request for Proposals bearing the RFP Number:

**RFP 317.30.004**

\_\_\_\_\_  
(RFP Number)

and further detailed in a written Contract bearing the Contract Number (assigned by the State of Tennessee):

\_\_\_\_\_  
(Contract Number)



a copy of which said Request for Proposals and Contract are by reference hereby made a part hereof, as fully and to the same extent as if copied at length herein.

**NOW, THEREFORE**, if the Principal shall fully and faithfully perform all undertakings and obligations under the Contract hereinbefore referred to and shall fully indemnify and hold harmless the Obligee from all costs and damage whatsoever which it may suffer by reason of any failure on the part of the Principle to do so, and shall fully reimburse and repay the Obligee any and all outlay and expense which it may incur in making good any such default, and shall fully pay for all of the labor, material, and Work used by the Principal and any immediate or remote sub-contractor or furnisher of material under the Principal in the performance of said Contract, in lawful money of the United States of America, as the same shall become due, then this obligation or bond shall be null and void, otherwise to remain in full force and effect.

**AND** for value received, it is hereby stipulated and agreed that no change, extension of time, alteration, or addition to the terms of the Contract or the Work to be performed thereunder or the specifications accompanying the same shall in any wise affect the obligation under this bond, and notice is hereby waived of any such change, extension of time, alteration, or addition to the terms of the Contract or the Work or the specifications.

**IN WITNESS WHEREOF** the Principal has hereunto affixed its signature and Surety has hereunto caused to be affixed its corporate signature and seal, by its duly authorized officers,

on this \_\_\_\_\_ day of \_\_\_\_\_, 19\_\_\_\_\_.

\_\_\_\_\_  
(Name of Principal)

\_\_\_\_\_  
(Name of Surety)

\_\_\_\_\_  
(Authorized Signature of Principal)

\_\_\_\_\_  
(Signature of Attorney-in-Fact)

\_\_\_\_\_  
(Name of Signatory)

\_\_\_\_\_  
(Name of Attorney-in-Fact)

\_\_\_\_\_  
(Title of Signatory)

\_\_\_\_\_  
(Tennessee License Number of Surety)

## **Attachment 9.9**

### **Present System Summary**

The current Motor Vehicle Title and Registration System was developed for the State of Tennessee in the mid 1970's. It was developed as a COBOL mainframe system intended to support the entry, editing and inquiry functions of the titling and registration of motor vehicles in the state. Central office and County functions include annual motor vehicle renewals, title issuance, license plate issuance, fleet registration and international registration plan (IRP) transactions. At the present time, these services involve the issuance of 6 million registrations and 2 million titles annually. The system can be viewed according to either the responsibilities or the functions mentioned below.

### **Responsibilities of the System**

#### **Titling**

The State of Tennessee is the holder of record of a vehicle's ownership. This responsibility is achieved by the issuing of titles. The titling of a vehicle records and tracks the unique relationship of the owner(s), the Lienholder(s) and the specific vehicle information as well as printing a title document. The State generates approximately two million new titles per year. A title can be issued, replaced, corrected, branded or invalidated by a salvage certificate.

#### **Registration**

In addition to the titling of a vehicle to an owner the State of Tennessee registers vehicles for operation within the state. This function is most commonly viewed with the assignment of license plates. The state records and tracks multiple types and levels of registrations and renews them on pre-defined schedules (usually yearly). The state generates and mails approximately six million renewal notices per year to facilitate the renewal process.

#### **Plate inventory**

As a part of vehicle registration the state must maintain an active inventory of the physical metal license plates created and issued to Tennessee motorist. The inventory allows for definition, ordering and tracking of the various plate classes defined. It also is used as the source for verification of any plate assigned.

The assignment and tracking of dealer plates are another responsibility within the Titling and Registration system. A separate system structure is defined and maintained to support the inquiry and entry of dealer plate information.

#### **Disabled Placards**

Another part of the registration responsibility is the issuance and tracking of placards assigning special privileges to individuals with disabilities. These placards are currently issued and tracked in a separate system structure.

### **Functions of the System**

#### **Inquiry**

The current system provides for a series of mainframe IMS/DC screens (green screens) to supply information about a given vehicle, owner or registration. The keys defined for lookup include name, title number, plate/plate class/plate issue year, reject number, and of course VIN number.

In addition to the general inquiry that is provided to all users, the system provides inquiry to outside entities through defined interfaces. The law enforcement community has a link to the Motor Vehicle information through the TIES network. The system also currently provides information to interested businesses through the Provider Access interface. These, and other, interfaces are described in Contract Attachment F: Interfaces.

**Data Entry**

The data entry function allows for the entry of customer supplied information into the Titling and Registration system. This function is supported through three separate processes discussed below. It currently is primarily a transaction driven process. A list of 35 to 40 different transaction types are defined to govern what fields and what field edits should apply to any interaction with the data.

**On-line Data Entry**

Some counties and most of the state back-room operations use a series of mainframe IMS/DC screens (green screens) to enter and edit data supplied by the customer. These transactions are stored in "state" DB2 databases for posting each night. The on-line data entry process account for approximately 50 % of the daily transaction

**County Interactive Entry**

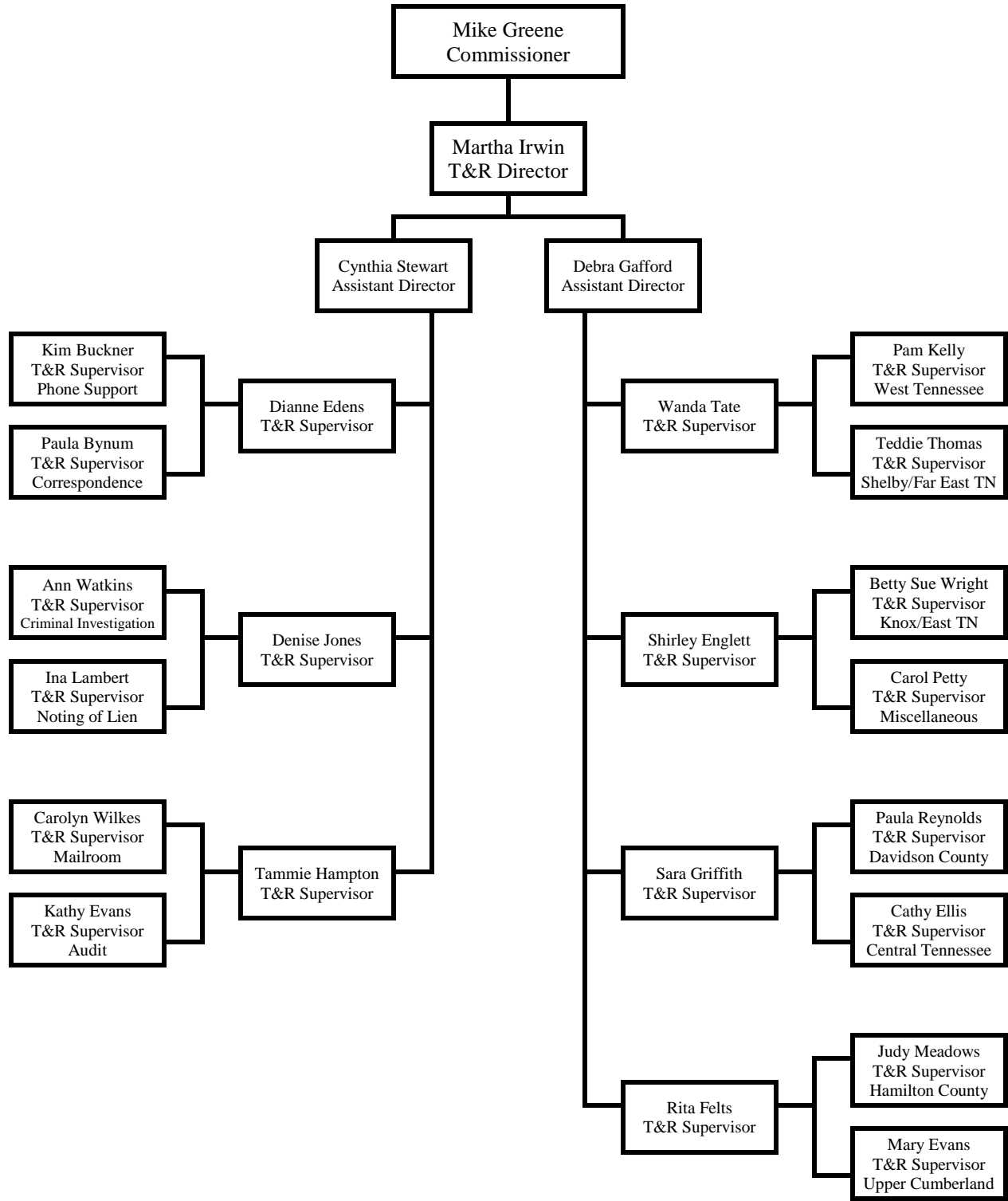
Some counties use an entry processed supplied by a third part vendor, Business Information Systems (BIS). This county level PC system provides a GUI front end for entry and a 3270 emulation connection to the state mainframe for real-time data and edits. The entered transactions are collected and sent each afternoon for posting each night.

**County Entry**

The rest of the counties not represented above have a range of entry processes. Some have in-house automated systems, some have third party vendors not yet providing the interactive capabilities, some have no automation at all. These types of data entry are all collected in batch files and sent to the state for editing and posting on a periodic basis.

**System Technical Information and Statistics**

System programming languages	COBOL
System Platform	IBM/AMDAHL Mainframe
System Developer	In-house
Operating system	IMS/DC MVS
Database Management System	IMS/DB
	DB2

**Attachment 9.10****Organization Chart****Department of Safety – Title and Registration Division**

**Attachment 9.11****State Standards, Guidelines and Technical Architecture**

State of Tennessee

# Technical Architecture

Last Updated: September 5, 2000

## About the Technical Architecture

The Information Resources Architecture is a framework of established standards, guidelines, and directional statements to be used in the management of information resources in the State. It is designed to promote and facilitate information and resource sharing across organizational, technological, and geographic boundaries. The Architecture provides a foundation on which to build effective technology to satisfy the information needs of the customer.

The Architecture is used during information systems planning and in the acquisition of products and services. It represents the current information environment in Tennessee. As strategic Information Technology (IT) direction evolves and new technologies are evaluated, changes are made to the Architecture to satisfy the on-going needs of the State's systems environment.

The Architecture standards are developed to support the State of Tennessee [Information Resources Policies](#). They represent an on-going commitment to an open but organized statewide Architecture.

### Conceptually, the Architecture:

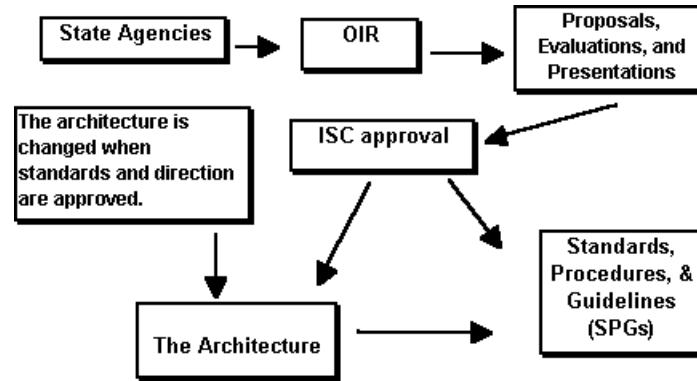
1. Reflects the management policy which is the basis for acquisition and use of information resources.
2. Facilitates a strategy for data and information sharing/exchange between applications and among personnel.
3. Lends direction as a technology guideline for the selection of appropriate processing components.
4. Provides a communications strategy that integrates voice, data, image and video into a statewide network that is based on standards, in support of applications systems.
5. Describes the functional characteristics of information processing within state government.

### Related Sources

- Information Systems Plan by Agency
- Information Systems Planning Guidelines
- State of Tennessee Information Systems Plan
- State of Tennessee Information Resource Policies
- State of Tennessee Information Resource Standards

## Architecture Standards Approval Process

State agencies and OIR recognize items that should be considered for inclusion in the *Architecture*. Standards proposals and directional changes for hardware or software are evaluated by the Department of Finance and Administration, Office for Information Resources (OIR). The Chief of OIR recommends Architecture standards to the Information Systems Council (ISC) for approval.



## Architecture Philosophy

The State's architectural framework is founded upon the philosophy that information sharing, data integration and network interoperability is the basis for effective and efficient service delivery to the citizens of Tennessee. Architectural components are identified to support this philosophy.

So many technical options are available that an architectural framework takes on increased importance. The Architectural standards must ensure that network components are compatible, and at the same time meet the business needs of state government. In addition, this architecture must enable the State to effectively incorporate new technology when it is needed.

## Support Network and Communications Interoperability

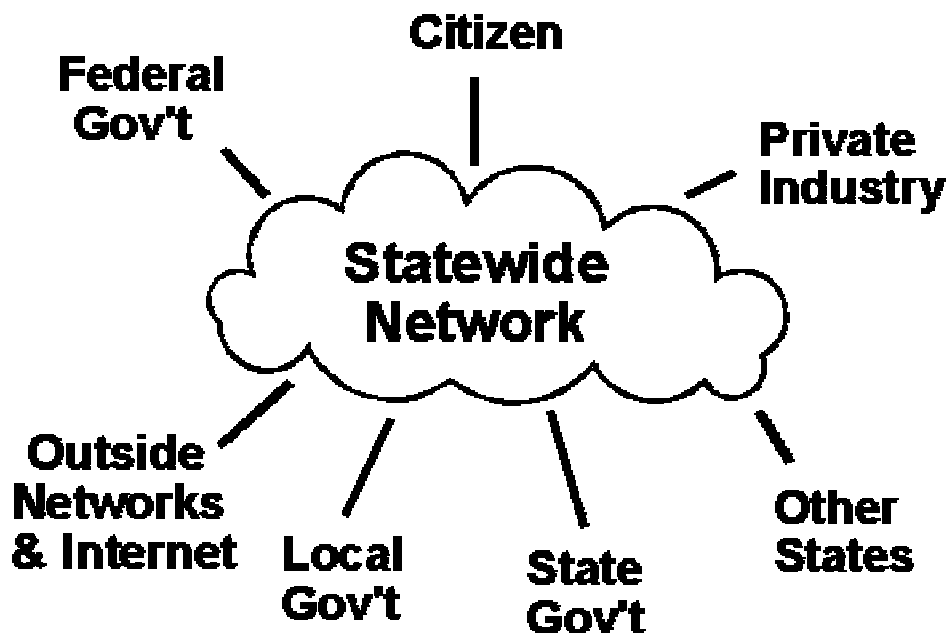
When designing and building the communications infrastructure, components are chosen that enable future growth and support a multi-vendor environment. The network must provide interoperability so that agencies have the capability to interact with each other. Upgrades and enhancements to the network must consider future needs of agencies to interact with all levels of government, citizens, private industry and outside networks.

## Provide information sharing and integration capabilities

A significant information systems priority is to provide access to information required to meet business needs. The business requirement of the statewide network is to provide the ability to gather information, regardless of the source from within government, in order to support decision making.

## Provide the framework for the planned acquisition of hardware, software and communications components.

Through on-going planning and review, through the use of statewide contracts, and with a view towards the future, the Architecture seeks to leverage existing investments in hardware and software and utilize existing systems when appropriate. New information technologies are evaluated and, as they become stable and cost effective, are integrated into the State environment to provide the framework for future growth.



## Architecture Guidelines

### Hardware, Software and Communications

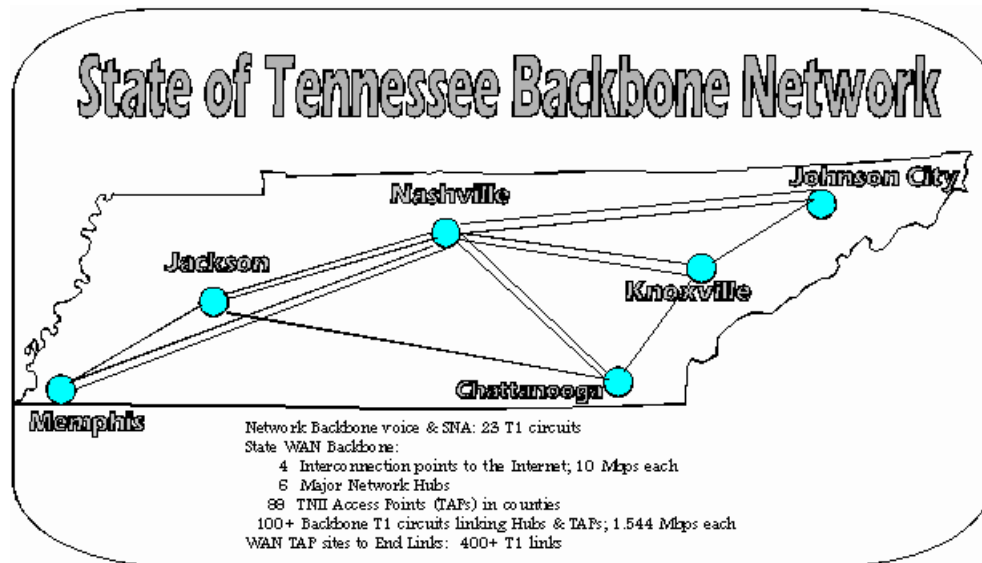
#### Goals and Objectives

Guidelines and directions concerning hardware, software and communications seek to ensure compatibility, transportability and connectivity in support of customer business needs. Any state government employee at any workstation should be able to access any information for which they are authorized. Strategic products are identified to create the environment for fulfilling this necessity of access to required information. Contracts are maintained to provide a source of supply for State agencies for the strategic products that they may require.

#### Directions

1. Utilize relational structures but continue to support hierarchical database management at the State-Level.
2. Maintain central processing resources for information storage and retrieval for statewide usage.
3. Provide an infrastructure that enables the interoperability of distributed environments in agencies, centrally, and with other governmental entities.
4. Provide contracts for standard software, hardware and services.
5. Evaluate products to assure that sufficient tools, capabilities and expertise are available to enhance the effective use of technology.
6. Support the transition from hierarchical to peer-to-peer network communications.
7. Monitor the industry development of an architecture that can handle the integration of voice, data, video and

image within the State network. Provide the coordinated, inter-operable and responsive communications infrastructure necessary to support the transfer of state information -graphical, character, images, video, and voice.



## Data and Applications

### Goals and Objectives

Data is a valuable asset and resource of the State. The Office for Information Resources provides technical direction and infrastructure and acts as a caretaker for the information processed through the State Data Center. OIR is responsible for procedures to maintain physical and logical access, security and protection of this information. Applications created to deliver data or information are guided by the customer's business needs instead of available technologies.

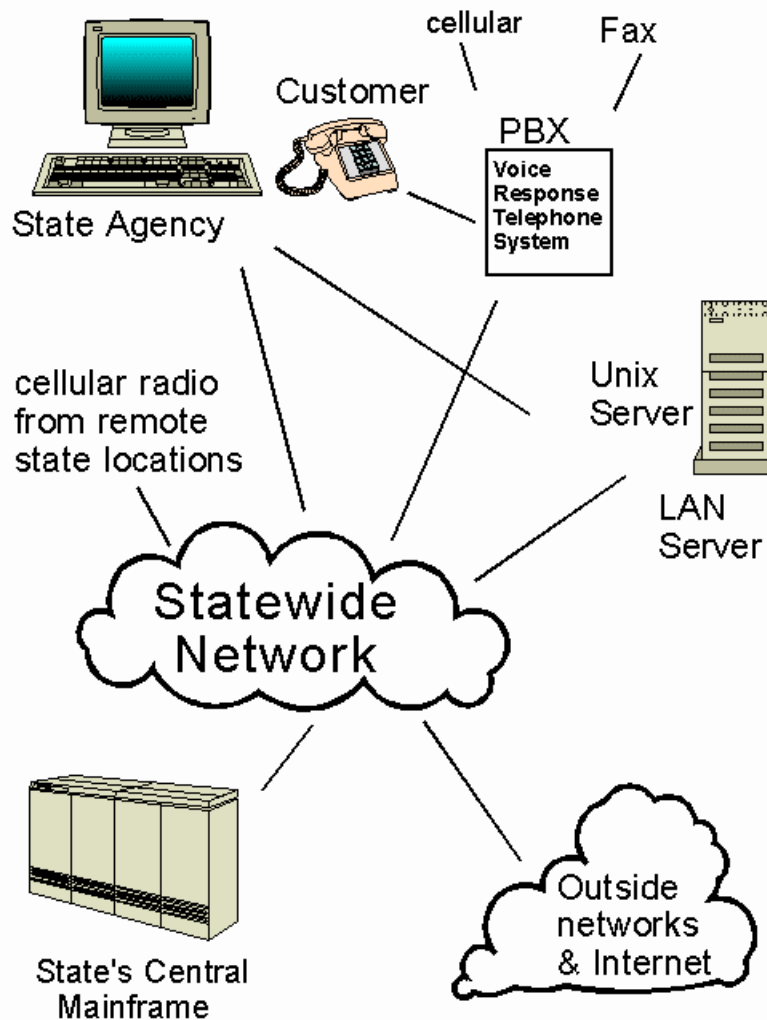
### Directions

1. Implement an information policy which:
  - Recognizes the importance of information to the State,
  - Promotes and encourages effective management of information resources; and
  - Provides a framework of guidelines for acquisition, classification, standardization, inventory, dissemination, and utilization of information.
2. Promote customer awareness of their responsibilities for security and the consequences that result from misuse of automated information and computer hardware and software (Code of Ethics).
3. Assist agencies in the development of a **Business Resumption Plan (BRP)**. The BRP will encompass all critical business functions along with information processing activities for recovery to include restoration of computer operations.
4. Expand and enhance the data dictionary function to include:
  - Documentation of all information-related resources,
  - Serve as the statewide repository for data resources which spans agency boundaries.
5. Provide tools for information dissemination which provide an effective means for State agencies to make frequently referenced materials, (i.e. policy and procedure manuals, regulations, etc.) available to State employees and the general public.
6. Develop a systematic approach toward the maintenance and replacement of applications critical to State government when they become outdated.
7. Strive to enhance the quality and consistency of data to facilitate data sharing and reusability.
8. Use information systems management methodologies and techniques for application development.



## Client/Server Environment

- **Definition:** The client/server environment incorporates several technologies, such as an intelligent workstation, network, and server platform as well as a variety of software that must work together. The goal of the client/server environment is to make information available to the user in a user friendly, graphical way. The user does not have to understand the underlying technology that enables the delivery of information to the workstation. A classic client/server architecture model is one where an application runs on the workstation and interfaces through a network, to a server where the data is stored and back-end processing takes place.
- **Direction:** Client/server is one way to provide a solution to a business's information access problem. A combination of factors must be analyzed before deciding on the type of environment to be implemented. Depending on where the information is needed, the size of the information store, disaster recovery, security issues, and many other issues, the solution must consider both current and potential needs. The State's Architecture supports multiple solutions for solving business problems and encourages information systems professionals to choose solutions where data access is provided in a consistent way among the various servers that deliver information. Statewide information asset issues are recognized in all information and business analysis. In the client/server arena, data access and technological decisions must be based on a range of information sharing needs.



## Electronic Data Interchange (EDI)

- **Definition:** EDI is a standard for the electronic exchange of business documents, that was developed by the Data Interchange Standards Association (DISA).
- **Direction:** Tennessee encourages the use of electronic data exchange, including electronic funds transfer and electronic benefits transfer. EDI can increase timeliness of information to be exchanged, improve accuracy since the information moves through fewer processes, and save personnel time. Electronic Funds Transfer is currently being used by the Department of Treasury. The Department of Human Services is planning to participate in a food stamps Electronic Benefits Transfer pilot program.

## Electronic Mail

- **Definition:** Electronic mail is the transmission of documents, notes and messages across a network. It is also called e-mail. It enables the user to compose messages or notes and send the documents in seconds to one or more recipients within the network.
- **Direction:** The State encourages the use of electronic mail to facilitate communications throughout government and it's constituency.

## GIS

- **Definition:** Geographic Information Systems (GIS) combines the use of geographic information with descriptive information to enable spatial presentation and analysis. Agencies responsible for managing and analyzing resources such as land, buildings, highways, and natural resources, as well as demographic data used in law enforcement, emergency management, and human resources may need to relate the location of features to the characteristics of those features.
- **Direction:** The State advocates and encourages the exchange, sharing, and development of geographical information among federal, state, and local entities.

## Data Warehousing

- **Definition:** A data warehouse is a set of read-only databases designed to enhance the activities of querying, reporting and analysis. Data warehousing includes all activities regarding the creation, population and maintenance of those databases. The key to a successful data warehouse is clean, consistent and accurate data which can be easily located and manipulated by agency personnel.
- **Direction:** The State advocates and encourages the use of a centrally located and administered State data warehouse along with departmentally administered data marts (extracts from the data warehouse, usually summarized).

## Internet

- **Definition:** The Internet is a large system of linked computer networks, worldwide in scope, that facilitates communication across a wide array of businesses and organizations, including government and education. For example, services such as remote log-in, file transfer, electronic mail and newsgroups may be found. The Internet makes available a means of connecting existing computer networks that greatly extends the reach of each participating system. By way of the Internet, the World Wide Web provides for hypertext linking of multimedia documents, making the relationship of information that is common between documents easily accessible and completely independent of physical location.
- **Direction:** The State views the Internet as a resource in electronic communications. It is anticipated that the State's use of the Internet technologies will continue to increase as business solutions are developed using this media.

## Methodology

- **Definition:** A methodology is a systematic or orderly way of approaching business analysis, information systems and information technology.
- **Direction:** Analysis of and the potential for re-engineering business processes is an important ingredient in a systems development methodology. We recognize the need to have methodologies to guide development. In the Standards, Procedures and Guidelines, methodologies and practices are presented in detail. Policy 4.00 - Information Systems Design and Programming and Policy 5.00 – Information System Management and Application Development address the role of a methodology.

## Imaging

- **Definition:** Imaging is the electronic capture, storage, management, communication and retrieval of documents that have been converted from paper to digitized form. Imaging technology allows these images to be displayed, annotated and distributed throughout the organization, and to be stored and retrieved from a variety of image storage media. The business benefits of imaging systems include concurrent access by multiple users and improved accuracy. Imaging systems can be categorized as imaging-enable traditional applications or multi-user integrated systems. Some points to consider include:
  1. Imaging technology introduces an efficient but very different method of retrieving and using information by changing workflows and processes.
  2. The conversion of paper back-files can be costly and their indexing must be done with great accuracy to avoid data loss.
  3. The life of optical media, projected at 10-30 years, is much less than paper or microfilm.
  4. Media inaccessibility due to hardware/software changes is a bigger constraint than media life.
  5. There must be realistic expectations regarding the project results.
- **Direction:** The State has developed an imaging strategy and established the State's Imaging Architecture. The architecture provides scaleable solutions from a small desktop imaging application to a large volume server base application integrated into an existing transaction system.

## Hardware/Software Products Standards

Last Updated: March 14, 2001

### NOTE:

The State expects to add Windows 2000 Server to its Technical Architecture over the course of the next few months and for the purposes of this procurement it may be considered as a part of our architecture.

Category	Sub-Category	Servers				Desktop
	Operating Systems	OS/390	Solaris	Netware	NT	Windows 2000 Windows 95 Windows NT Workstation
Software	File and Print Services			NetWare		
Software	Application/ Data-base Server Operating System	OS/390	Solaris	NetWare	Windows NT Server	
Software	Application Server		Oracle 9i Application Server			
Software	Firewall		Firewall-1			

Category	Sub-Category	Servers				Desktop
	<b>Operating Systems</b>	<b>OS/390</b>	<b>Solaris</b>	<b>Netware</b>	<b>NT</b>	<b>Windows 2000 Windows 95 Windows NT Workstation</b>
<b>Software &amp; Hardware</b>	Virtual Private Networks				Microsoft VPN	Microsoft VPN
<b>Software</b>	WEB Server		Netscape Oracle HTTP Server		Internet Information Server	
<b>Software</b>	Postal Verification Certification		Finalist (Cross Check)			
<b>Software</b>	Data Warehousing/ Metadata Storage, Extraction, Cleansing, Transformation	Ardent IMS Change Data Capture Ardent DB2 Change Data Capture				Ardent Warehouse Executive Ardent Warehouse Directory
<b>Software</b>	Data Warehousing/ Relational on-line Analytical Processing (ROLAP)				MicroStrategy Intelligence Server MicroStrategy Web MicroStrategy Broadcaster MicroStrategy InfoCenter	MicroStrategy Architect MicroStrategy Agent MicroStrategy Executive MicroStrategy Administrator
<b>Software</b>	Certificate Authority/ Public Key Infrastructure		Entrust	NDS Directory	Entrust	Entrust
<b>Software</b>	Data Modeling Tools					PowerDesigner DataArchitect PowerDesigner Warehouse Architect ERwin
<b>Software</b>	Listserv		L-Soft		L-Soft	
<b>Software</b>	Electronic Mail	DISOSS Office Vision		GroupWise		GroupWise
<b>Software</b>	System/Data Security	RACF logical security	UNIX Operating System Security	NetWare Operating System Security	Windows NT Operating Systems Security	Screen Saver Power-On Password NT Log-on
<b>Software</b>	Batch Reporting Languages	Easytrieve Plus SAS QMF	SQR			
<b>Software</b>	CBT (Computer Based Training)	Phoenix		Phoenix		Phoenix

Category	Sub-Category	Servers				Desktop
	Operating Systems	OS/390	Solaris	Netware	NT	Windows 2000 Windows 95 Windows NT Workstation
Software	Change Management	Librarian (Change Control Facility)	PVCS Suite	PVCS Suite	PVCS Suite Microsoft Visual SourceSafe	PVCS Suite Microsoft Visual SourceSafe
Software	Communications Protocol	TCP/IP SNA/SDLC	TCP/IP Dial-up Asynchronous PPP	NetWare IPX/SPX Dial-up Asynchronous TCP/IP PPP	TCP/IP	Dial-up Asynchronous PPP
Software	DBMS	DB2 IMS/DB	INFORMIX Oracle	Oracle	Oracle SQL Server	DBase Oracle FoxPro Access
Software	Desktop Publishing					Pagemaker
Software	Application Development Languages/Tools	COBOL MVS TELON	Oracle Internet Developer Suite (iDS) * JDeveloper and Business Components for Java * Forms Developer * Designer * Reports Developer * Discoverer		Oracle Internet Developer Suite (iDS) * JDeveloper and Business Components for Java * Forms Developer * Designer * Reports Developer * Discoverer  Microsoft Visual Studio	Visual Basic Access FoxPro PowerBuilder  Oracle Internet Developer Suite (iDS) * JDeveloper and Business Components for Java * Forms Developer * Designer * Reports Developer * Discoverer  Microsoft Visual Studio
Software	Graphical User Interface		Jacada		Jacada	Jacada
Software	GIS		ArcInfo ArcView		ArcInfo ArcView	ArcInfo ArcView

Category	Sub-Category	Servers				Desktop
	<b>Operating Systems</b>	<b>OS/390</b>	<b>Solaris</b>	<b>Netware</b>	<b>NT</b>	<b>Windows 2000 Windows 95 Windows NT Workstation</b>
<b>Software</b>	File Transfer	MVS/Expedite XCOM/SNA XCOM/FTP TSO FTP Connect: Direct	RJE FTP	NetWare SAA	FTP	XCOM WS-FTP LE PC3270 Attachmate Extra! Attachmate KEA PathWay FM (FTP)
<b>Software</b>	Host (Mainframe) Communications	ACF/VTAM (telecommunications access) ACF/NCP (Network Control Program)	3270 RJE	NetWare SAA (3270)	Host on Demand (HOD)	IBM Personal Communications/3270 Procomm Plus (includes host communications & PC to PC, etc.) NSA, (RJE) Host on Demand (HOD)
<b>Software</b>	Middleware	EDA			STARSQL DB2 Connect	STARSQL DB2 Connect
<b>Software</b>	Output Management	INFOPAC Microfiche AFP (Advanced Function Printing)				
<b>Software</b>	Spreadsheets					Excel Lotus 1-2-3
<b>Software</b>	TP Monitors	ROSCOE CICS IMS/DC TSO				
<b>Software</b>	Word Processing					Microsoft Word Word Perfect
<b>Software</b>	Imaging, Work Flow, Document Mgmt.		FileNet Panagon		FileNet Panagon	
<b>Software</b>	Automated Data Capture (OCR/ICR)			Cardiff	Cardiff	Cardiff
<b>Software</b>	Software Distribution					ZENworks
<b>Software</b>	System Management	NetView	OpenView Optivity	ZENworks Insite Manager	Insite Manager	ZENworks
<b>Software</b>	Virus Protection			Norton Anti- Virus	Norton Anti- Virus	Norton Anti- Virus
<b>Software</b>	Browser					Netscape Internet Explorer

Category	Sub-Category	Servers				Desktop
	Operating Systems	OS/390	Solaris	Netware	NT	Windows 2000 Windows 95 Windows NT Workstation
Software	Ad-hoc Query/ Reporting	QMF	SQR			Hummingbird BI/Query version 5.2 or greater  Oracle Internet Developer Suite (iDS) Reports Developer  Oracle Internet Developer Suite (iDS) Discoverer  Crystal Reports
Software	Backup/ Retrieval			ArcServe	ArcServe	
Software	Report Distribution	Document * Direct FDR HSM			Document * Direct	View * Direct
Hardware	Network	IBM 3745	Ethernet adapter	Ethernet adapter Token Ring adapter	Ethernet adapter Token Ring Adapter	SDLC/ DFT Token Ring adapter Ethernet adapter
Hardware	Processor	IBM (OS/390) compatible	Solaris compatible	Intel	Intel	Intel
Methodology	Systems Development Life Cycle Methodology	IT Methodology		IT Methodology	IT Methodology	IT Methodology
Software	Project Management			Microsoft Project ABT Project Workbench	Microsoft Project ABT Project Workbench	Microsoft Project ABT Project Workbench
Software	Problem Management (Help Desk)		Remedy Action Request System			Remedy User Windows NT

# Communications Standards

Last Updated: September 5, 2000

<b>Hardware</b>	Cable & Wire	Must conform to (1) TIA/EIA wiring standards, (2) BICSI TDM standards, and (3) Lucent Technologies Systimax (trademark) PDS Premise Distribution Systems. Standard workstation wiring includes level 3 UTP for voice, category 5e and category 5 UTP for data. Riser cables include fiber optic Every office in a new cabling plan is wired for both voice & data
<b>Hardware</b>	Cellular Telephone Cellular Radio	Meets Industry standards that includes FCC requirements 10 number speed dial Roaming feature Home station service Three models: mobile units, transportable units, portable or hand-held units
<b>Hardware</b>	Pagers	Must meet industry standards Three categories are: (1) pagers that vibrate, (2) pagers with digital display, & (3) tone/voice message capability
<b>Hardware</b>	PBX	Digital One platform that can grow from 100 to 5,000+ users ISDN compatible Statewide services coverage Automatic call distributor capability Least cost routing Call Accounting Software (SMDR) Compatible with the State network - tandem switching capability Multiple button sets Capable of switching data
<b>Hardware</b>	Key Telephone System	Key systems are mostly for small offices Ability to handle 1 to 60 users Intercom capability Speed Dialing Compatible with ESSX Speaker phone capability DSS - Direct Station Selection Console
<b>Hardware</b>	Network	Data phone II diagnostic controller and modems/3274 controller compatible Token Ring Adapter/Ethernet Adapter
<b>Software and Hardware</b>	VMS Voice Messaging System	Memory Call and Call Express Premise-based hardware & software
<b>Service</b>	Communications Networks	Internet, AAMVANET, ADVANTIS



**Attachment 9.12****State Year 2000 (Y2K) Standards****STATE OF TENNESSEE**

Department of Finance and Administration

**STANDARDS AND GUIDELINES****DATE:** January 9, 1998**ISSUER:** Office For Information Resources  
Systems Development and Support**SUBJECT:** Year 2000 Compliance Standard For Dates and Applications**Problem Definition**

The year 2000 will cause many problems in the computer industry. Computer application systems, operating software, and hardware components have been designed over the years without the proper consideration of a century change. The affected software and hardware must either be corrected or replaced prior to the new century so that the State's service delivery can continue uninterrupted and without error. It is our intention that no interruptions in critical state agency services occur as a result of the millennium date change and that systems and related technology function properly at the turn of the century.

The State of Tennessee will approach the problem of dates by using a combination of Windowing (logic or interpretation), Date Fields Expansion, and building Bridge Programs. Either of these approaches or combination there of, will enable the State to quickly solve this problem and keep funding at the lowest level. In any event, compromise of accuracy will not be allowed.

This standard is meant to define the term "**YEAR 2000 COMPLIANT**" for the State of Tennessee, state agency responsibility, vendor and contract requirements, and certification requirements.

## Standard

The following standards will define the term “**YEAR 2000 COMPLIANT**” for the State of Tennessee:

- Information systems designed to be used prior to, during, and after the calendar year 2000 will operate without error relating to date data
- Software and applications will not abnormally end or provide invalid or incorrect results as a result of date data, especially between centuries
- No value for current date will cause interruptions in desired operations
- All manipulations of time-related data (dates, duration, days of week, etc.) will produce the desired results for all valid date values with the applications.
- Date elements in interfaces and data storage will permit specifying century to eliminate date ambiguity
- For any date element represented without century, the correct century is unambiguous for all manipulations involving that element.

Additional Guidelines are contained in Attachment 9.12–A below (Application Compliance Requirements).

## Date Representation

The suggested standard format for dates will follow the international standard date notation, which includes a four digit year. Applications that use or require month and date representation will conform to the following format: YYYYMMDD where YYYY = full representation of the year, MM = month (from 01, January, to 12, December), and DD = day of month (between 01 and 31). For example, October 9, 1996 would be represented as 19961009. For applications representing the date in ordinal format, the standard will be YYYYDDD where YYYY = full representation of the year, and DDD is day of year (from 01 to 365 or 366 in a leap year). For example, October 9, 1996 would be 1996283. Date can be reordered from year-month-day if using parties agree.

Databases that are date aware and “YEAR 2000 COMPLIANT” as discussed above, but do not store dates in the suggested format, are acceptable.

DB2 applications should have dates defined as DATE data types and never define date fields as CHARACTER.

## New Systems

All new systems, whether acquired or developed “in-house”, will conform to this standard.

## Existing Systems

For applications that are currently “YEAR 2000 COMPLIANT” as stated above, no changes need be made. However, if the date does not comply to the date standard, consideration should be given to change to the standard when major modifications or revisions are made, or there is a new release of the software.

## Contract Language

All new contracts for software and/or hardware shall include Year 2000 protection and warranty language.

The contract language should include a statement that the contractor will warrant to the State that any software products delivered under the contract will correctly process date or date-related data, and store and transmit date

data in a format which explicitly and unambiguously specifies the correct century; that the software will function correctly without error when processing multiple century date data.

### **Interfaces**

Four digit year elements will be used for purposes of electronic data interchange among State Agencies, the Federal Government, and other entities. Internal agency systems that do not exchange data with other systems have the flexibility to use other solutions if the situation warrants.

If existing systems cannot comply with the standard and interfaces with another system, both entities must agree, in writing, to the date format represented in the application. A copy of this agreement should be kept by both parties.

For purposes of electronic data interchange in any recorded form between **State and U.S. Government Agencies**, it is required that four-digit year elements be used with the year encompassing a two-digit century that precedes, and is contiguous with, a two-digit year-of-century (e.g., 1999, 2000, etc.).

### **Third Party Software**

Third party vendor application systems that use an existing date format, that does not comply with the State of Tennessee date standard, will be allowed if agreed on by the State. In any case, the Vendor supplied software must process date data correctly as set forth in this Standard.

### **State Agency Responsibility**

State agencies will:

- Analyze their critical computer systems to determine the impact of the Year 2000 date problem
- Prepare a detail Work Plan for all non-compliant applications and hardware documenting the resources and schedule for correcting each affected application
- Prioritize all application efforts to ensure that all mission critical systems with the greatest business impact receive the highest preference
- Document all external system interfaces
- Work with The Office For Information Resources (OIR) to determine the appropriate conversion option
- Test all converted systems
- Certify to OIR that all mission critical applications are "YEAR 2000 COMPLIANT".

### **Agency Reporting**

State agencies are required to report monthly on the status of their Year 2000 Projects. Reports should be sent to the State Y2K Project Manager by the 4<sup>th</sup> of each month.

Status should include:

- Computer applications on all platforms
- Telecommunication Systems

- Interfaces
- Hardware and operating systems.

Agency work plans may be requested and reviewed by the Year 2000 Project Manager.

#### Agency Certification Requirements

For an application to be certified as **“YEAR 2000 COMPLIANT”**:

- Test must have been conducted such that the application can operate within the required business rules to produce expected results using a mixed century date scenario of before, during, and after 01/01/2000
- The application must meet the criteria as presented in State of Tennessee Date Standard
- Any hardware or software that is used in conjunction with this application, must also be certified as **“YEAR 2000 COMPLIANT”**.

When an agency has evaluated and tested all their existing information systems and are satisfied that all **“YEAR 2000 COMPLIANT”** standards have been met, the agency ISM Director will certify the agency as **“YEAR 2000 COMPLIANT”**. A letter should be sent from the agency ISM Director to the State Year 2000 Project Manager. It is the agency ISM Director's responsibility to ensure the agency is compliant. In all cases, the agency should make efforts to be compliant by December 31,1998.

#### For More Information

For more information, please contact the Office For Information Resources, Year 2000 Project Manager, Ray Selvage at (615)-741-7354.

**ATTACHMENT 9.12–A****APPLICATION COMPLIANCE REQUIREMENTS****Programming**

The following rules will apply for programming applications:

- Performing subtraction of the current date minus a date in the past will NEVER produce a negative result
- "99" tests of the year should not suggest "infinity", "does not apply", or "end of file"
- "00" is a valid year
- Programmer-defined work-area variables, which undergo arithmetic operation or comparison logic, should be in four-position year format of YYYYMMDD (standard date format) or YYYYDDD (Julian format).

**Windowing**

Existing applications containing logically derived century must have an agreement between Agency and OIR to continue such usage. When date data is processed within system interfaces, a four digit year is required in most cases.

Birthdays would be another area that *extreme caution* must be used since a person's age can exceed 100 years. Example would be if someone was born in 1898 they are 99 years old today, but if incorrect windowing is performed they could be seen as 1 year old.

**Databases and/or Data Files**

Applications that are not presently "4 digit" year ready should be closely evaluated prior to conversion to "4 digits" if they:

- have a very short projected life span
- are scheduled for major enhancements
- will definitely be obsolete prior to year 2000
- will be replaced prior to year 2000 with a year 2000 compliant replacement.

More analysis would be required for systems that deal with birthdays.

**Data Screens And Reports**

For screens and reports using only 2-digits, it is recommended that these be left as is except where dates of birth are displayed; the exception to this recommendation would be where end users have extreme difficulty in working with dates. Also, hard coded century on screens and reports must not be allowed (example "19"). A check still needs to be made to insure that when dates are displayed that "00" on screens and reports are not suppressed. All future developed screens and reports must include century as part of the year format.

Two digit year format will be acceptable in existing systems if:

- Dates of Birth are not involved
- Users of the displayed data specifically request that the display of 2 digits is acceptable
- Modification of screen, reports, etc. to include century will cause major screen and or page overflow
- Modification to existing screen or report will require major redesign for its implementation, readability, and maintainability.

Where 2-digit year is used, no use of "99" or use of "00" to indicate end of file or null data will be allowed in any circumstance.

### **COBOL 370 Or COBOL For MVS**

It is *not recommended* that current programs be converted to the next level of COBOL *solely for the purpose of retrieving a current date that contains a 4-digit year*. However, it is recommended if conversion is performed and the application was written in a version prior to COBOL II, then when bringing the program level up, it should be converted to latest COBOL version which is COBOL 370.

To determine the century when using non COBOL 370, perform the following FIXED WINDOW technique:

```
IF YEAR GREATER THAN 75
    MOVE 19 TO CENTURY
ELSE
    MOVE 20 TO CENTURY
END-IF.
```

### **JCL**

All JCL procedures must be scanned and tested to insure that any date input that contains year and/or century criteria is valid.

### **Sorts**

All sort procedures that contain date data (year and/or century) must be tested to validate correct sorting sequence.

Sorting data in descending order by date will sort "2001", "2000" century/year dates before "1999", "1998", etc.

### **INFOPAC Reports**

All INFOPAC reports must be reviewed to insure that if report index is dependent on a date within the report, that the processing of these reports can continue after all Year 2000 changes have been completed.

### **Leap Year**

Calculation of leap years will follow the accepted standard:

- Years evenly divisible by 4 are leap years
- Turn-of-the-century years (ending in 00) must be evenly divisible by 400 to be leap years, e.g., 2000 is a leap year; 1900 is not.

## Test Requirements

Testing for all YEAR 2000 projects must be comprehensive. Test plan must include dates prior to, during, and after the year 2000.

All software on all State platforms must function correctly for System dates of 1975/01/01 through 2075/12/31, in particular:

1999/12/31  
2000/01/01  
2000/02/28  
2000/02/29  
2000/03/01  
2001/01/01

In addition, the ability to “roll over to the next correct date” using these dates is also required. Example, 1999/12/31 must roll to next valid date which is 2000/01/01 and 2000/02/28 must roll to 2000/02/29, etc.

## Archived Data

All archived data that has a high percentage need for recall, must be reformatted for a four digit year or a bridge program prepared to reformat the data when actual recall is required. Exception would be if the using application can correctly process two digit year date.

## Common OIR/SDS Date Routines

The following date routines have been developed and are being actively used in many of the applications running at the State of Tennessee Data Center. Currently these are the date routines approved for existing applications. No date routines other than these can be introduced into the State environment without permission from The Office For Information Resources (OIR) and Systems Development and Support (SDS).

### A. DATECONV (static link)

This routine converts a date entered in Julian (YYDDD) or Gregorian (MMDDYY OR YYMMDD) format into other formats:

- Julian (YYDDD)
- Gregorian (YYMMDD)
- Gregorian (MMDDYY)
- Calendar (MMMMMMMMMM DD, CCYY) compressed to remove spaces after month name
- Report (MM/DD/YY).

It can also provide the system date in these formats.

- Assumes a century of 19.
- Only accepts 2 digit year.

*Note that this routine will still be available after 12/31/99 for those applications that must convert dates that contain “19” in the century field. Extreme caution must be used when accessing this date routine.*

**B. DATECNV2 (static link) ----New date routine effective 06/01/96**

This routine converts a date entered in Julian (CCYYDDD) or Gregorian (MMDDCCYY or CCYYMMDD) format into other formats:

- Julian (CCYYDDD)
- Gregorian (CCYYMMDD)
- Gregorian (MMDDCCYY)
- Calendar (MMMMMMMM DD, CCYY) compressed to remove spaces after month name
- Report (MM/DD/CCYY).

It can also provide the system date in these formats.

- Only accepts 4 digit year.

**C. CDATEDIF (static link)**

This routine will determine the difference between two dates or compute an earlier or later date from one date and a difference.

- For a 2 digit year, if current year is greater than or equal to 88, century is 19, otherwise century is 20.
- Accepts either 2 or 4 digit years.

**D. DATECHEK (static link)**

This routine edits a date in Gregorian (MMDDYY) format.

A valid date:

- is numeric
- contains a valid month, in the range 01 to 12
- contains a valid day, in the range 01 to the last day of the month in that year (considering leap year).

If the date is valid, an error code is set to zero; otherwise, the error code is set to one.

- Only accepts 2 digit years.

**E. DATECHK2 (static link).**

This routine edits a date in Gregorian (MMDDCCYY) format.

A valid date:

- is numeric
- contains a valid month, in the range 01 to 12



- contains a valid day, in the range 01 to the last day of the month in that year (considering leap year).

If the date is valid, an error code is set to zero; otherwise, the error code is set to one.

- Only accepts 4 digit years.

#### F. **AGAC018** (dynamic link)

This subroutine performs calculations and validations on date and time values by taking advantage of the built-in functions of SQL and DB2. This approach takes the burden of detailed processing, particularly related to leap years and new centuries, out of the application program and puts it on the DBMS. The process will be more accurate and will require less maintenance of the application logic. The functionality is as follows:

1) Validate Past Date (VPD)	7) Validate Past Time (VPT)
2) Validate Future Date (VFD)	8) Validate Future Time (VFT)
3) Validate Any Date (VAD)	9) Validate Any Time (VAT)
4) Calculate Date Difference (CDD)	10) Calculate Time Difference (CTD)
5) Calculate Past Date (CPD)	11) Calculate Past Time (CPT)
6) Calculate Future Date (CFD)	12) Calculate Future Time (CFT)

- Alias AGAC018I, AGAC018C, and AGAC018E.
- Uses DB2 date functions.
- Only accepts 4 digit years.

This routine is recommended as the Date Routine of choice when building new applications in that it contains all the features mentioned in all the other named routines. However, it is not recommended to change to this routine if the others are still functioning correctly meeting all date processing requirements.

#### G. **OBSOLETE ROUTINES**

Other Date Routines that may exist in the OIR libraries and/or applications but are no longer supported:

**JDATEDIF** - Only accepts 2 digit year - Obsolete - No longer supported

**JULDATE** - Only accepts 2 digit year - Recommended to drop support for this routine since the functionality exist in DATECONV/DATECNV2

**GETDATE** - Only accepts 2 digit year - Obsolete - No longer supported

**GREGDATE** - Only accepts 2 digit year - Recommended to drop support for this routine since the functionality exist in DATECONV/DATECNV2

**AGIM018** - Only accepts 4 digit year - Obsolete - Is being phased out.

In the YEAR 2000 Conversion effort, the above named obsolete date routines must be replaced if encountered.

**Attachment 9.13****Personnel Resume Format**

Individual's Name  
Years with Firm  
Proposed Position  
Education Background

**WORK EXPERIENCE**

**For each project**, provide the following information; indicate the most recent experience first.

- A.** Employed from \_\_\_\_\_ to \_\_\_\_\_  
Employer's Name

## Project 1:

Client's Name (if different from employer's)  
Project Name  
Project Start and End Date (include percent of time allotted to the project)  
Description of Project  
Individual's Job Title (include length of time position held)  
Individual's Project Duties and Responsibilities  
Individual's Experience With The Following (If Applicable):  
analysis and planning of systems  
project management  
system implementation  
structured techniques  
information engineering methodology  
design and development or customization of systems  
capacity planning and evaluation  
developing training curricula  
training users, operators, and/or technical personnel

## Project 2:

Client's Name (if different from employer's)  
Project Name  
Project Start and End Date (include percent of time allotted to the project)  
Description of Project  
Individual's Job Title (include length of time position held)  
Individual's Project Duties and Responsibilities  
Individual's Experience With The Following (If Applicable):  
analysis and planning of systems  
project management  
system implementation  
structured techniques  
information engineering methodology  
design and development of customizing of systems  
capacity planning and evaluation  
developing training curricula  
training users, operators, and/or technical personnel

## Project n:

## Reference 1:

Name  
Address  
Position  
Current Telephone Number

## Reference 2:

Name  
Address  
Position  
Current Telephone Number

- B.** Employed from \_\_\_\_\_ to \_\_\_\_\_  
Employer's Name  
Project 1:

Project 2:

Project n:

## Reference 1:

## Reference 2:

- C.** etc.

**Attachment 9.14****Documentation Repository**

A documentation repository will be located at:

State of Tennessee  
Department of Safety  
Title and Registration Division  
44 Vantage Way, Suite 100  
Nashville, Tennessee

Review dates will start April 18, 2001 and will conclude May 21, 2001, weekends and state holidays excluded. Review time will be during normal state working hours, 8:00 a.m. through 4:30 p.m. Central Time. Review time must be reserved three working days in advance. Reservations will be made through Ray Selvage, Phone number (615) 741-7354. A copier will be made available for the reviewer to make copies at ten (10) cents per page, only checks made out to the State of Tennessee will be accepted.

Several items are included in the repository such as samples of forms, reports, correspondence, current system file layouts, and information gathered during JAD sessions conducted while defining requirements. It should be carefully noted that this supplemental material does not define TRUST requirements. These requirements are contained in this RFP.